Professional Systems – Retail Business

Version 7.0

User Manual – revision 11

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If you are a registered user and consider there is anything you think could be improved about the software, and this manual, please contact us at (09) 432 8904 or professionalsystems@professionalsystems.co.nz.

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Introduction

This Manual provides the information required to get the best out of Retail Business.

Introducing Professionals Retail Business

Retail Business includes a full accounting package so you may consolidate your retail and accounting information. For instance, cash up in Front Counter can be recorded as a bank deposit in one easy action. Sales receipts may be converted to invoices.

In addition, and at least as important for business prospects, is the integration between client management and Front Counter. You may set up regular customers, email them notice of special deals, produce orders, discounts and loyalty programs. For your peace of mind you may also email invoices and statements so that credit control is simplified and sped up.

Contacting Professional Systems

If you wish to contact us for assistance in using Retail Business please make sure you have your registration number available. You also need to be currently paid up for support ($195. incl. GST per year). Before contacting us, be sure the answer to your question is not readily available by using help (F1) or looking in this manual

To contact us call (09) 432 8904,or email **professionalsystems@professionalsystems.co.nz** if the problem is not urgent. Registered users may contact us with ideas to improve Retail Business. Periodically Professional Systems polls registered users with ideas that have been submitted to see if there is a significant demand for those ideas to be included.

If you are not paying for support, and wish to, go to Appendix 1, fill in the form and send it to us with your payment. You may also pay for support online at www.professionalsystems.co.nz. Payment entitles you to regular (free) updates of the software and inclusion in email contacts about ideas to improve the software as well as tips for you to get the most out of the software.

Installation

1. Place the CD in the CD drive

2. The installation procedure starts automatically.

3. Click Install.

4. Retail Business icons are set up on the Desktop and Start menu. You are now ready to go.

Using Retail Business

Access to functions from the menu in Retail Business depend on your user access level. If you have administrator's access rights you can access all menu options. If you have data entry access you can access data entry options, and reports.

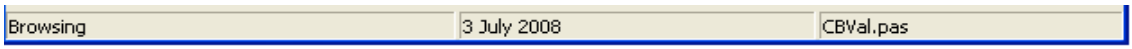
The only people who can change user access levels are those with administrator's access rights. If you are in a multi-user environment such rights should be given to no more than two people. If everyone has them there is a high chance of things going wrong simply because people who seldom use some component, and do not need to use it, make mistakes when they use such operations. It also makes it difficult to find out what caused such mistakes if they do happen.

There are two main form types in Professionals Retail Business - Data entry and report forms.

1. Data Entry:

All the data entry forms behave in the same way.

- At the bottom of each form is a status bar.



- This shows you whether you are browsing, editing, or adding to, the records. If browsing the left most panel displays "Browsing", if editing "Editing data" and if creating a new record "Adding data". The right most panel displays the name of the form. If you have difficulty with the form, and contact Professional Systems for help, please give that name.
- When editing or adding data you cannot exit from the form. Save or cancel the operation first.
- Key (code) fields have a button beside them. You can view more about the key by clicking the button. If the form is in edit or add mode a record may be selected from a list of the keys by clicking the "Select" button.
- Deleting key records (such as ledger account definitions) is only possible if there are no records dependent on that key. For example account transactions.
- If you are adding a record, and must create a key field, the save button is not enabled until you do so.
- When entering certain key fields the database will be searched, as you enter data, for that code. This means ".....cannot be found!" displays until the correct code has been entered. At which time the description of that code will be displayed beside the field.

2. Reports:

- The report forms allow you to select a preview or to print the report immediately.
- If you select preview, you can print the report from the preview. Preview allows you to change print queues and save the report in a form that allows it to be emailed.
- All reports work on certain key fields and a date range. Make sure you select the required key codes.
- When you select key codes their descriptions display to the right of the entry field. Make sure that is the correct description.
- Because most reports work on a date range (usually the date of the transactions) you may find nothing on the report. This is one of the reasons for using preview before printing the report.

3. Help:

- You may view the help file at any time. It is in the folder C:\PSL and is CBRetBus.chm. If you click on the file Windows will run the help facility. You may also place the file on your desktop.
- All forms have context sensitive help. To view the help information about any form, press the F1 key when the form is activated.
- Some fields have hints attached. To view any hints move the mouse cursor over the field

Starting Professionals Retail Business

You can start Professionals Retail Business from the Start Menu or the program icon on the desktop.

When starting Retail Business first enter a valid user number and password. This is not required if you have turned off user security in the POS Settings. However you need to log on to the POS as it keeps a record of who has sold what and can report on cashier turnover.

The system administrator should have created passwords for everyone who is to use the system. These may be different from your Windows password as they set the level of access you have to the program. Once you have entered the password you will be prompted to select the company you wish to have active (if more than one company has been set up). It is possible to change to another company by returning to the main menu and double-clicking the "Change Active Link" button. If you prefer to use the Company Operations form then switching companies displayed there changes the active company

The administrator can change companies when maintaining links under account setup.

When first starting Professionals Retail Business, you are presented with the following form.

Enter a valid user number and password. If you are starting Retail Business for the first time, the user number and password are included in the installation instructions. See User Security to change them.

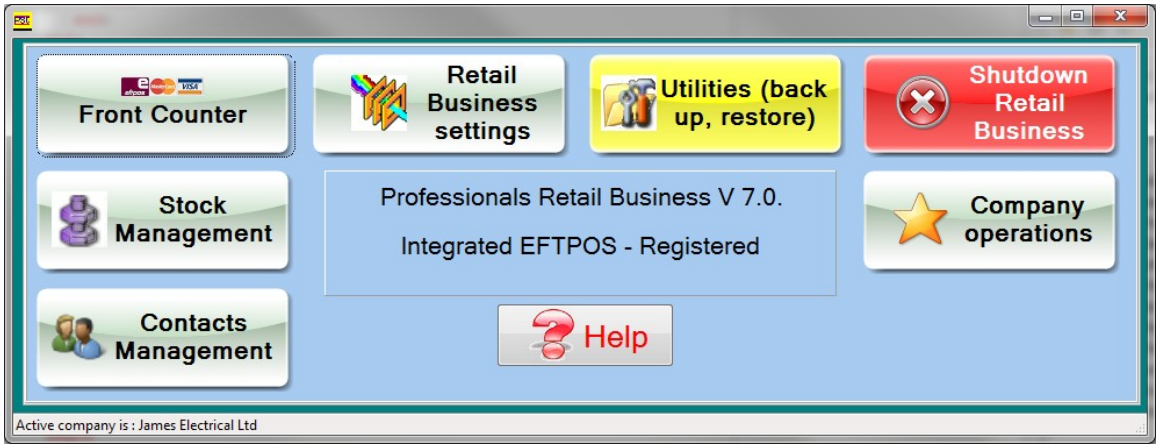
Once you have set up the software you can disable the requirement to log on every time the software starts up. Go to **System Settings->POS settings** and uncheck the **Activate Password access** box. If you do so cashiers still have to logon when starting up the POS. This is because of the need to be able to track who has what float amount and who has made what amount of sales.

Once you have logged on and if you are running more than one company you are presented with a form that allows you to select the company you want to have active.

Select the company. Once the Change button has been clicked all operations are linked to the selected company.

Once Retail Business is running you can change the active company by returning to the main menu and clicking the **Change Company** button.

The following form displays. This is the main menu form.



From this form you can carry out all operations. If you have set up users with less access than the system administrator they cannot activate all options. The company operations form also provides access to all back office operations and an up-to-date view of the financial situation.

Editing or Adding Data

All maintenance forms are set up in a similar fashion. When adding or entering data the following applies on all forms:

- When the "Add/New" button is clicked initially all but the Cancel buttons are disabled. The "Save" button becomes active when compulsory information has been entered.
- When the "Add" button is clicked all fields are blanked. Except on the bank transaction where the first bank account displays.
- When you click the "Edit" button all buttons but the "Save" and "Cancel" buttons are disabled.
- You cannot exit from a form when in add or edit mode.
- Move from field to field using the Tab key. Do not use the enter key. The fields are set up so that, if you are in the first one pressing the tab key will take you to the next.
- You cannot enter anything in certain fields. Such fields are displayed because, if necessary, those fields can be used to search for the relevant data. But the data in them is generated by the system and is used by the system to link records, or as a unique key that decreases the chance of user errors. For example invoice numbers. You can enter the first invoice number in the company set up and from then on the system generates new invoice numbers.
- Many forms include a data list. These provide a view of several records at once. When you click on the arrows below, or scroll the list, the content of the fields on the form changes to show the highlighted record. The list and navigation buttons are disabled in add or edit mode.
- When the "Add" or "Edit" buttons are clicked the status bar at the bottom of the form displays the words "Adding data", or "Editing data" in the left-most segment, until the "Save" or "Cancel" buttons are clicked. Then the status bar displays "Browsing data". If you are interrupted check here for the current status of the form.
- Click the "Cancel" button if you make a major mistake. This returns the fields to their previous contents if you are editing them, or to the current record when adding data.
- Some fields have a button beside them with a magnifying glass in it. Use this to open a drop down list you can select the required code from. When you are adding a new record, or editing, you may select an existing code to be displayed in the relevant code field.
- Most forms include a search facility to search for key fields such as journal codes, bank accounts, invoices, clients and suppliers.

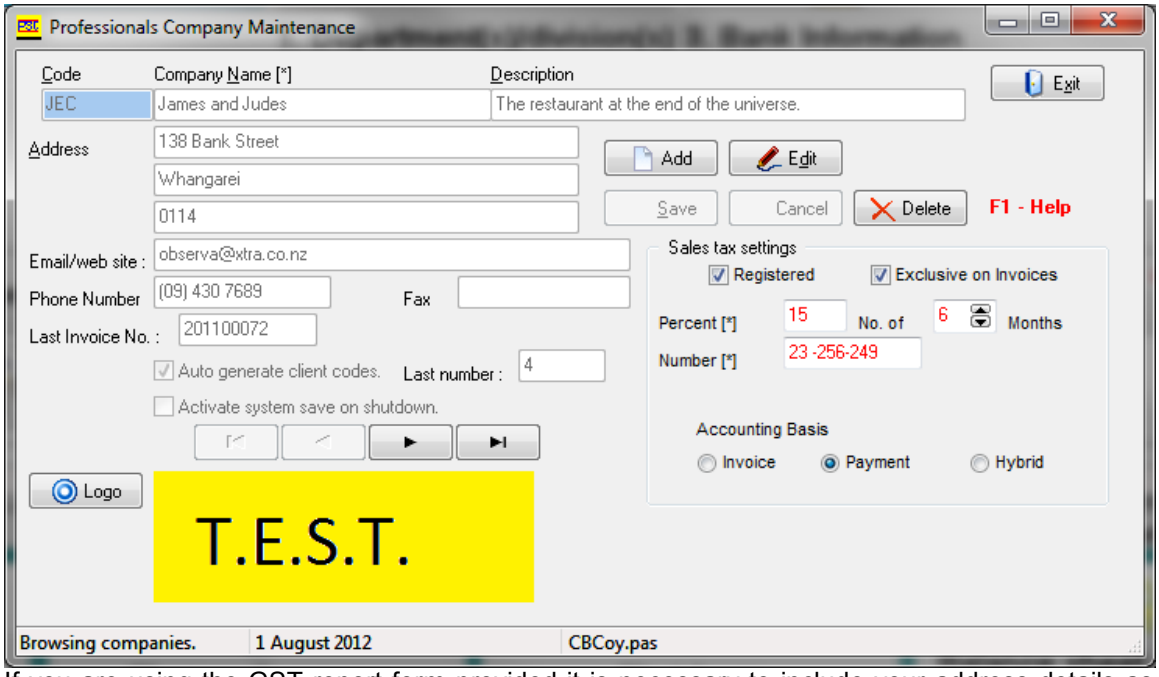
Setting up Professionals Retail Business

Retail Business has to be set up in a particular order. As follows:

1. Modify the company that was installed when you first started Retail Business to match your requirements.
2. Setting up a department/division is optional. If you wish to set up more than one department complete all those required for each company created. If you are running separate operations (eg, retail shop and workshop) set up a department for each. This allows you to keep track of the performance of each, and your total financial situation.
3. Review the existing ledger accounts and add your own if required. Once an account is set up you can create budgets for it.
4. Creating a bank record is optional. The main bank record may be shared between a company's departments. You don't need to create a bank account. However, if you intend to use the end of day/cashup facility it is a good idea to, at least, set up a dummy bank account. Doing so gives you some idea what should have been banked from the POS.
5. If you want to keep supplier records (or are using the invoices accounting basis) create supplier records in **Supplier Details** before entering the opening balances, as cheques may need to be linked to supplier's invoices. You need to set up suppliers if you intend to run stock replenishment.
6. If you are using the Hybrid or Invoices accounting basis, enter all your current clients.
7. Once you are ready to start running, set up any recurring transactions. These are fixed amounts that occur at known times, such as lease and mortgage payments. Setting them up in Recurring Transactions means you do not have to concern yourself with them until something changes.
8. Go to the stock management menu and set up the required stock configuration, lines and groups. Stock configuration allows you to link your supplier customer numbers to stock orders. Stock lines and group allows you to set up, and group stock items, for sales – including GST holidays. To use the POS stock lines buttons you must create stock lines and link those lines to the required stock items.
9. Set up the inventory. You can load it from a range of price lists. Or set it up manually. In the inventory form you can set up item specials, stock replenishment rules, package items and volume discounts.

Company Set up

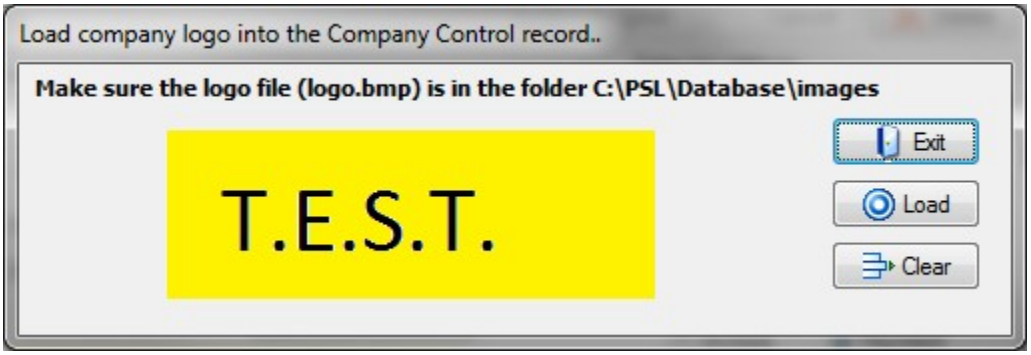
- Set up at least one company. If installing the software for the first time edit the existing company with the code "MYCOY".
- If adding a new company enter a unique code so it can be identified easily. This can be ignored if there is only one company.
- Enter the Company name. It is included on the top of reports and invoices.



If you are using the GST report form provided it is necessary to include your address details as well. All the rest of the information is optional.

- **Company Name** and **Code** are compulsory fields, as are all the sales tax (GST).-related fields.
- Include a **description** if you wish it to be printed on invoices.
- To ensure your sales receipts are complete enter the full postal address that is the same the I.R.D. has on file.
- Enter either your email address or we site. If you enter your email address it is used when emailing invoices, etc to clients.
- Enter your phone and fax number if you want them to appear on invoices, etc.
- Enter the last invoice number. You can start from 0 (the default) or use you own format – for example 201100000. Where the first four characters represent the year. Doing this allows you to work out how many invoices you generate every year.
- If you want to be reminded to backup your records check the box "Activate system save on shutdown". You will then be prompted to connect your backup media when you shutdown the software.
- If you have a logo you want to include on invoices, statements, quotes and delivery dockets click Logo.

The following form displays:



- Click **Load.** A file browsing form opens.
- Go to the folder where you saved the logo.bmp file. Click **Confirm**.
- The logo is placed into a folder C:\PSL\Database\images. If you need to change the logo's size open the file in that folder. Not the one you originally worked on.

To include a logo you need to do the following first:

1. Create a bit map file called logo.bmp. If you have an existing logo on your website open it in Paint and Save as a bit map file called logo.bmp. Generally the file format is jpeg and you need to change that to a bitmap file.

2. You may need to change the size of the logo. To do that in Paint click Image -> Stretch/Skew. Initially decrease the size by 50 percent horizontal and vertical. You may need to change the size some more.

3. Once you have linked the logo to the company record you can experiment with the size to get it to fit properly by placing it on the invoice/statements (System settings -> Invoices/Statements) and positioning it where you want it.

See Invoices/Statements formats for how to position the text, and logo, on the forms.

Setting up sales tax.

Include the information about GST if your business is registered. Your GST number needs to appear on sales receipts and invoices.

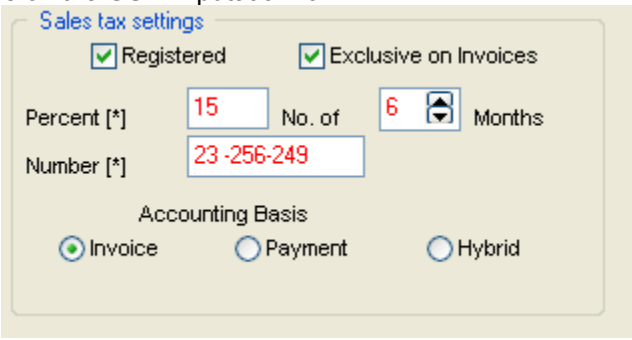
If you have multiple GST registrations (and I can't see why a SME would want to - you certainly don't need to.), set up a company for each registration. When calculating GST imputation transactions for departments with GST enabled are included in the calculation.

Example:

You decide to use Retail Business to maintain a complete financial record for the household. Set up two departments, one for the business the other for domestic expenditure and income. One partner is self-employed, and registered for GST and their department has G.S.T enabled. The domestic "department" does not.

Warning – while the above is technically possible it is not advised if you want to make completing tax returns simple. It is better to put domestic transactions into separate bank accounts and another set of transactions. Perhaps another “company” is best. Don't use this option if you are running a limited liability company.

- Check the **"Registered"** box to activate GST.
- Enter the correct information in the relevant fields. The Accounting Basis defines how GST calculates on the GST imputation form.



- The **Exclusive on Invoices** box is used in Retail Business to calculate, and display GST on invoices. If not checked prices are calculated as inclusive of GST.
- The **"No. of Months** " field enables the system to calculate the begin and end dates of GST periods automatically, based on the last GST return.
- Select one of three methods of accounting for GST Check the relevant button.

If GST is not relevant to any department you must make sure the "Enable GST" box for that department is not checked in the department set up form.

Cash Basis:

GST is calculated based on cash transactions. Invoices issued and received are ignored. The use of creditors and debtors is optional.

Hybrid Basis:

GST is calculated based on invoices you issue and expenses you pay. Use the debtors components of Retail Business. Use of creditors is optional.

Invoice Basis:

GST is calculated based on invoices received and issued. Retail Business makes no attempt to find cash payments made to you, or by you, prior to the issuing or receipt of an invoice. It assumes that no money changes hands unless you have issued or received an invoice. Use credits/debits and write offs to change the value of such invoices when required.

Creating additional companies

1. From the Main form select System Settings.
2. In the Settings menu select Company.
3. In the Company Maintenance form click Add.
4. Once a new company has been created stay in the Settings menu and follow the order there to create the required ledger and bank accounts.

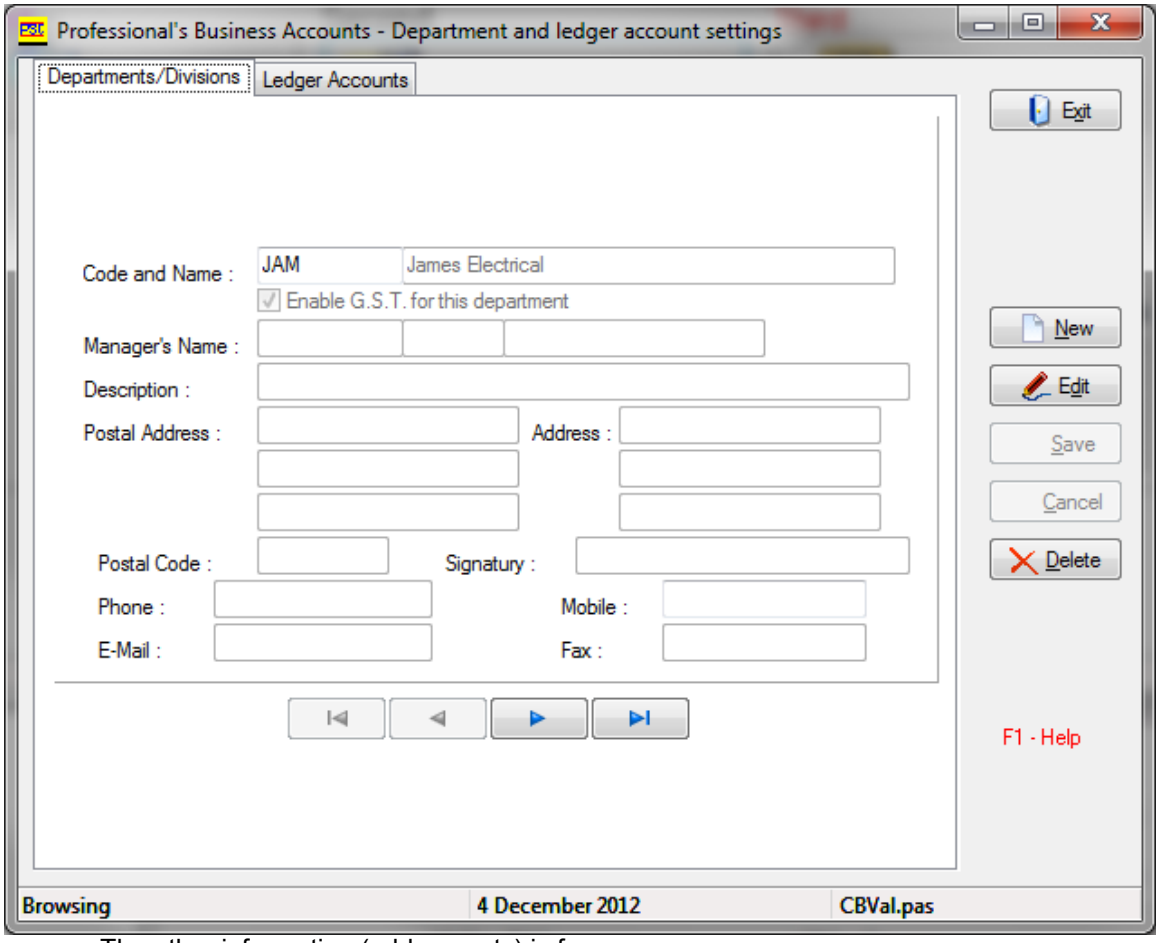
Department/Divisions Set up

Departments/divisions are optional. Set up two, or more, to report on the profitability of part(s) of your business. For example if you run a shop and workshop.

For descriptive purposes fill in the name of the department (the name is printed on reports). If more than one department is set up be careful to select the correct accounts (the department displays) when entering transactions. If more than one company is created select the active one when starting Retail Business.

If multiple companies have been set up, make sure the correct company appears at the top of the form.

- There are three compulsory fields. **Code**, **Name** and **GST Enabled for this department**.
- **Code** is used to search for the department (if there is more than one), and is a key field in transactions.
- **Name** is part of headers on reports and identifies the department cash accounts belong to in transaction maintenance forms.
- **Enable GST for this department,** if checked all transactions for that department have GST calculated. (This setting overrides the Company GST set up). The default, when adding a department, is checked.



- The other information (address, etc) is for your own purposes.

Defining the Accounts Ledger

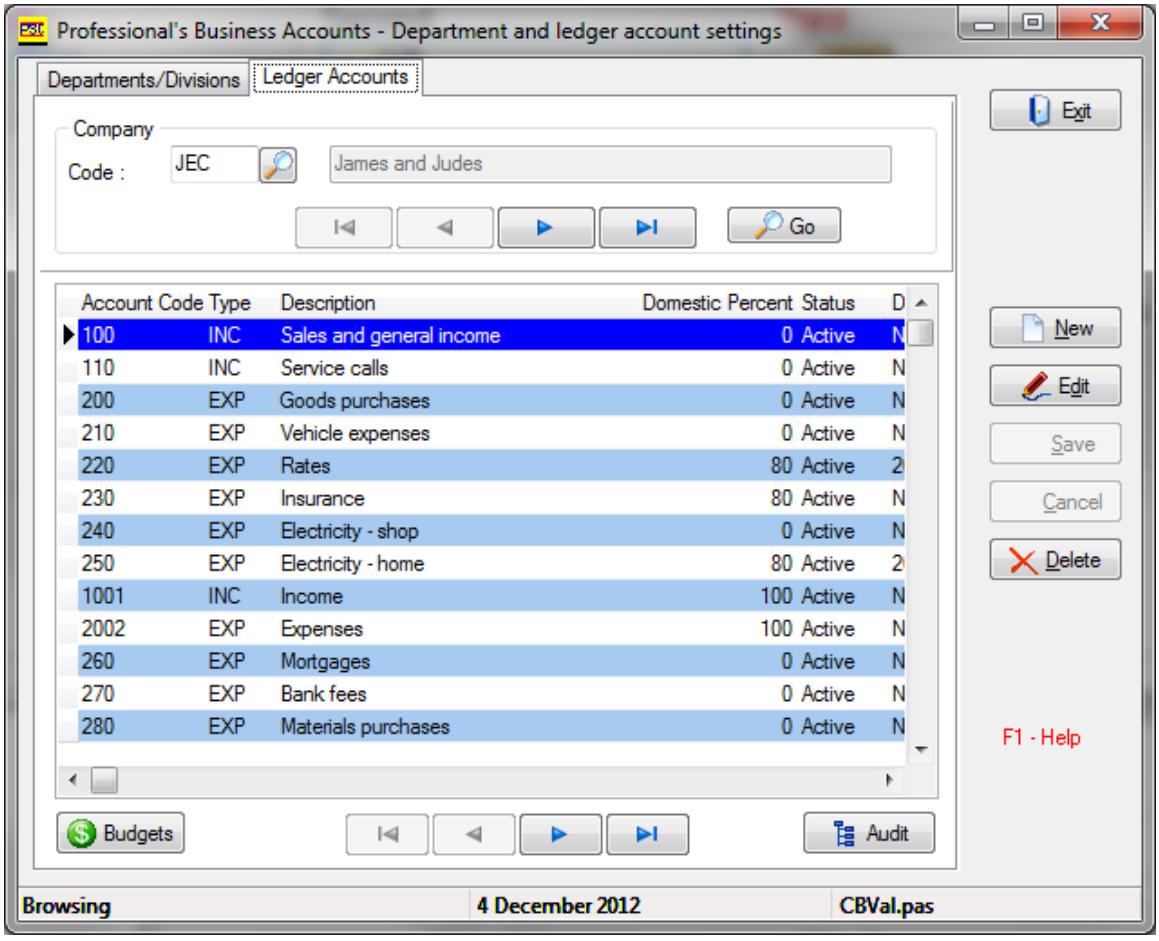
Before defining accounts complete Company set up. The accounts set up when the software was installed are at company level. If you have created any departments you need to create the required ledger accounts for each.

There needs to be at least one income account to carry out banking (cashup) from Front Counter.

General Comments

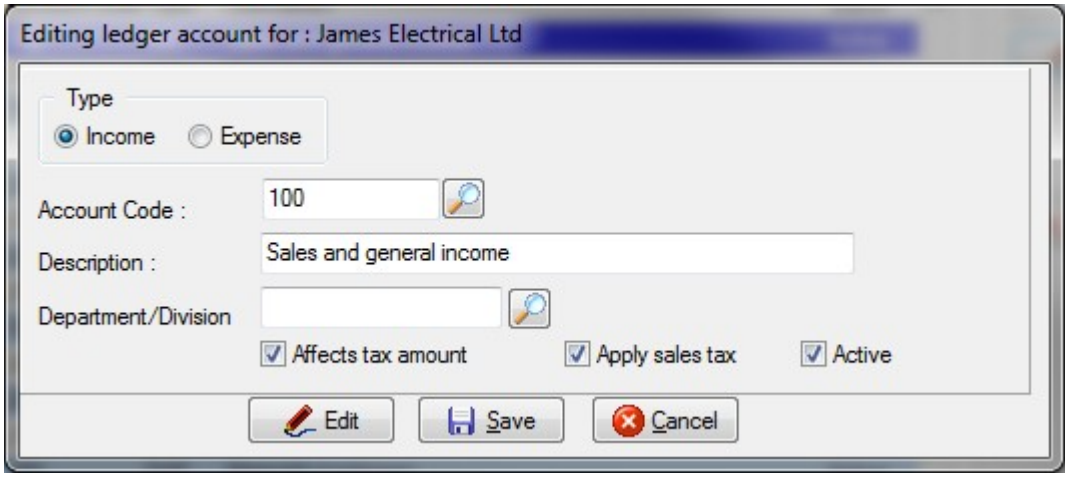
Once an account has been set up the account code may not be edited. Accounts may be deleted if they are not in use (that is have no transactions against them). Budgets may be set up for the account.

You can create as many accounts as you like. Think of how you wish to track income and expense. For example, if you are a plumber and suspect roofing jobs are your main source of income, it would be wise to set up a separate cash account for roofing jobs. If you sell several lines, it would be sensible to set up income (and possibly expense) accounts for each line. Or you can set them up as separate departments if you wish to keep separate account information.



Form Use

To create a new ledger account, or edit an existing one, click the New or Edit buttons. The following form displays:



If editing the Edit button is visible. Click that to start editing.

- Most fields are compulsory.

- **Type** - select expense or income. This is used to calculate profit and loss.
- The **Account Code** field must be unique for the company currently active. If you are using numbers, and have multiple departments, the account codes could be something like the following:
  1000 - Sales for department 1
  1001 - Sales for department 2
- The **Description** field is not compulsory, but you are advised to fill it as it helps to find the correct account from selection lists. The description is also printed in account reports.
- **Department/Division**. Optional. The default is blank – which is a company level account. If you have set up any departments you must enter the relevant one here.
- **Affects tax amount**. Check this if the account is to appear on the profit and loss report. Some accounts, for example loans, do not.
- **Apply sales tax** check if the account is to have GST applied. Most accounts will. The ones that won't are payroll, tax payments, etc, and domestic accounts. This setting overrides the GST status for the company and department. That is, if both have GST enabled, any account to which it does not apply results in transactions for that account not having GST calculated. **If you are going to change it so GST does not apply, do so immediately after you calculate GST Imputation.**
- **Active.** The default is checked. Generally you won't change this.

When you have the correct account highlighted click the **Select** button.

Ledger Account Structure

Setting up the ledger structure correctly is crucial to being able to report on how well the business is doing. In the simplest form the ledger can consist of two accounts - Expense and Income. However this is little use if you wish to track important components of your business. And you certainly need more than that to comply with I.R.D. requirements. The ledger accounts that are installed match those required, as a minimum, for the IR10 form.

Spend some time thinking over how you want to report things. Is it important to know how one part of your business is doing, as well as the whole business? Are you running a home office? Do you want to divide certain sales from others? Do you wish to track the cost involved in selling certain items?

Ask yourself the following questions:

1. Do you wish to track the performance of certain sales and expenses? If the answer is yes, you need a ledger account (at least one each of income and expenditure) for each one.
2. Do you wish to track your household's total income and expenditure? If the answer is yes, you need to set up at least two ledger accounts for a non-business "Domestic" department to which GST does not apply.

An example ledger account structure follows: The GST allocation is shown here because it is defined at the same time as you create the accounts. **Note - each account must have a unique code.**

If you are going to use numeric codes it is a good idea to group them. For example income account codes could be in the range 100 to 199, expense (not overhead) in the range 200 to 299, and overhead expenses in the range 300 to 399. If you think that you will need more than 100 accounts for any group then you can start at 1000 to 1999, etc. You can use your accountant's coding system. **Be aware - Professionals Retail Business does not display expenses as minus amounts (eg. '-100.00'), so you need to use the code, or its description, to know, at a glance, if an account is expense or income.**

Company A, (GST enabled) Department (Business) 1 (GST enabled)

Income:

100 Sales - miscellaneous (GST)
101 Sales - product X (GST)
102 Sales - product Y (GST)
103 Sales - both product X and Y (GST)
104 Sales - Cash (GST)
201 Refunds - from suppliers. (GST)
202 GST Refunds (no GST)
300 Bank interest (no GST)

Expenditure:

500 Materials - miscellaneous (GST - 100% at 15%)
501 Materials - Product X (GST - 100% at 15%)
502 Materials - Product Y (GST - 100% at 15%)
600 Rates - Local Council (GST - 100% at 15%)
601 Vehicle - delivery van (GST - 100% at 15%)
602 Insurance - company X (GST - 100% at 15%)
603 Sundry expenditure (GST - 100% at 15%)
604 Credit cheques (GST - 100% at 15%)
700 Refunds - to customers (GST - 100% at 15%)
800 Capital items (GST - 100% at 15%)
701 Salaries (GST - 0% - not enabled, overhead)
702 Tax to pay (GST - 0% - not enabled, overhead)

Account Budgets

Please see the Business Accounts manual for detail on these.

Recurring Transactions

Set up Recurring Transactions after you have completed all other set up tasks.

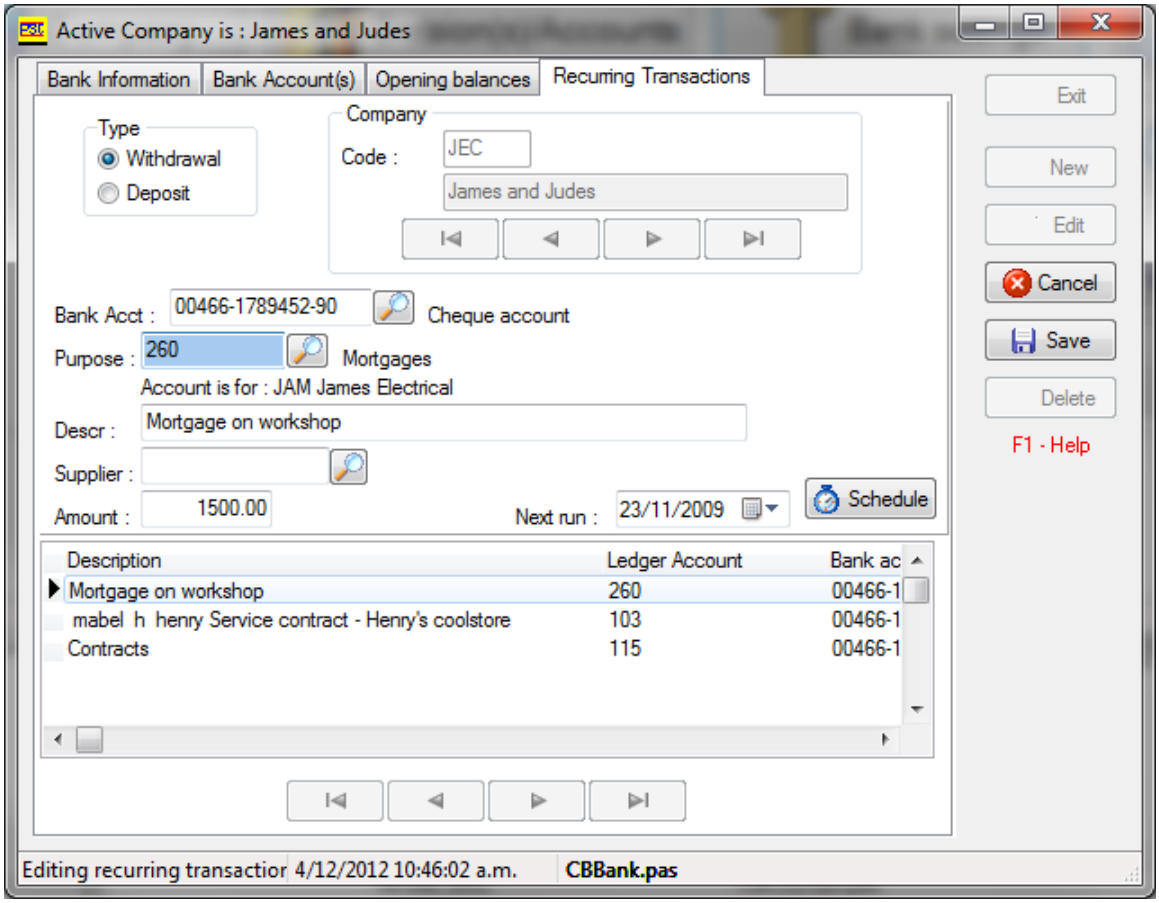
- Recurring transactions are for transactions that occur regularly, and for which the amount is fixed. They include mortgages, rents, Internet fees. If the amounts vary, but payment is also regular, such as power and telephone, you can set then up as a manual recurring transaction (but only if you don't pay them by cheque).
- Recurring transactions can be used for receipts and payments that are paid automatically, or by electronic transfer from your bank account. Do not use recurring transactions to pay suppliers if you are paying by cheque, or need to update the creditors account.
- Running recurring transactions towards the end of the month and immediately prior to bank reconciliation, makes the process simpler and ensures you have an accurate reconciliation as at a known date.
- Check recurring transactions regularly. Change the date of the next run, if required, in the bank form.
- Do not set up transfers between bank accounts as recurring transactions. It is assumed all recurring transactions are to pay for something, or are receipts. Hence each must have a ledger account. Transfers between bank accounts don't require ledger accounts.
- When you enable recurring transactions make sure the **next run date** is in the future, unless you wish to run them immediately. Transactions are run for all departments of the activated company.
- Due transactions are run when you click the "Run" button on the recurring transactions form.
- If the ledger account has been set up to split transactions between business and domestic, the split is carried out automatically.

Setting up recurring transactions

Within the Bank form, select the **Recurring Transactions** tab. The required ledger accounts and bank accounts for the company and any departments must be set up. If you have set up suppliers they may also be used. Otherwise any supplier identification is a "Miscellaneous supplier".

There are two stages to setting up recurring transactions:

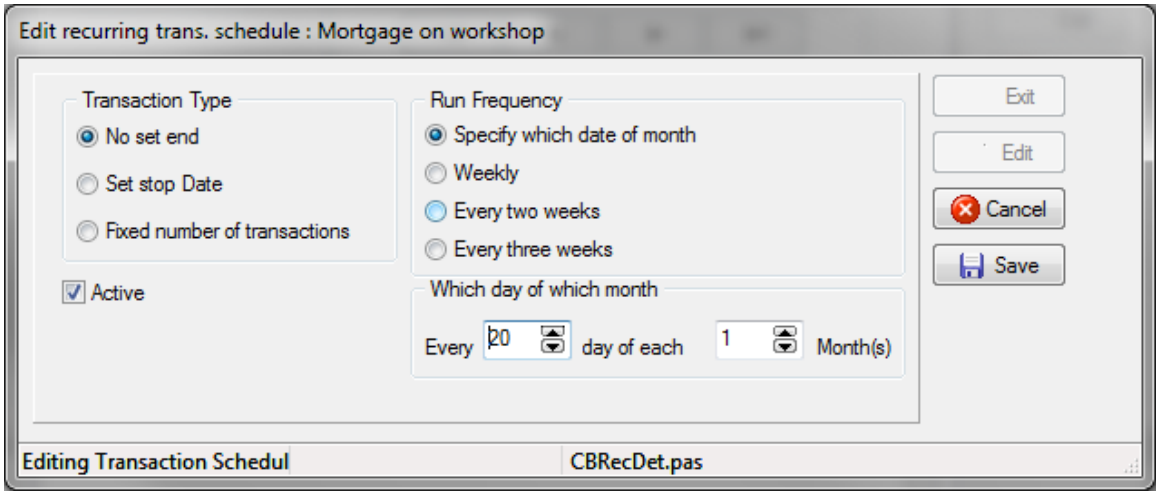
Set up the transaction details.



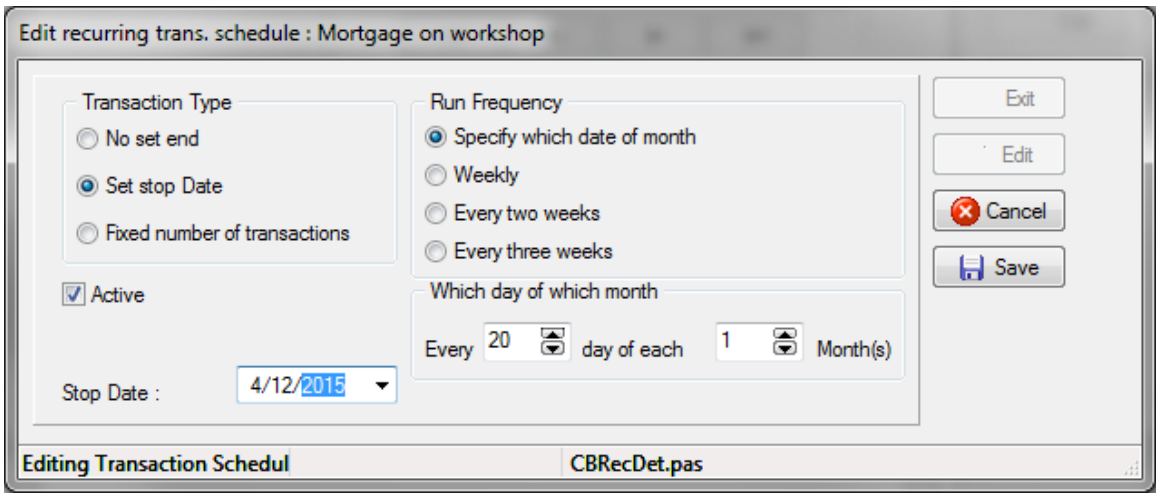
- Select **deposit** or **withdrawal**. The default is withdrawal.
- Enter, or select, the bank account.
- Enter, or select, the ledger account (**Purpose**) the transaction belongs to.
- Include a description of the transaction so reports can be more informative (the description is included in the transaction journal when run - with "AP" added). For example, if you have a single ledger account for mortgages, but several mortgages, describe each payment here. The default is to use the ledger account description.
- If you have set up suppliers you may include the supplier code. This has no effect on the supplier's invoices.
- Enter the amount of the transaction.
- Enter the date of the next transaction run for the process to run. After the first run this date updates automatically. You can change this after you have completed the schedule.
- If adding a transaction the schedule form displays when **Save** is clicked.

- To edit the schedule click the **Schedule** button. This button is disabled when adding transactions.

Set Up the Transaction Schedule:



- Select a transaction type. (1) No set end - it will continue running until you delete it. (2) Set stop date – requires a date after which the transactions will no longer run. (3) Fixed number of transactions – you know exactly how many times the payment is to be made.
- Specify the **run frequency**. Set date, weekly, two weekly or every three weeks. Set date is based on the period of the run as in "On the 3rd day of every 2nd month", etc. The example above is set to run on the first day of every month with no set end.
- If a bank transaction occurs weekly click on the "Weekly" box. If you have made the mistake of entering days and months they reset to 1.
- For a set finish date, or number of transactions, the relevant fields display. If you select the "No set end" option the "Number of Transactions" and "Finish Date" fields are not visible.

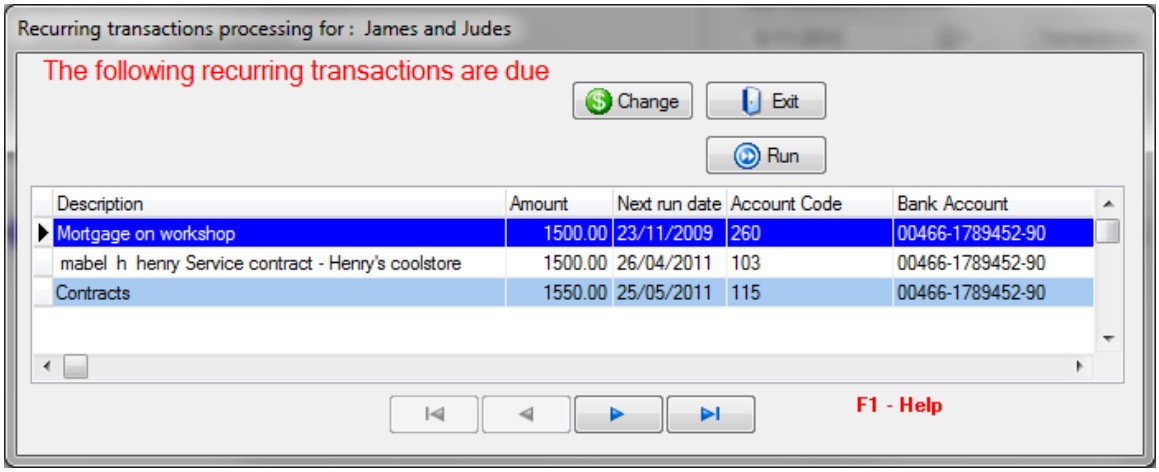


Running recurring transactions

Run recurring transactions at least once a month.

You may change the transaction amount from within the recurring transaction run form.

To run recurring transactions select **Recurring Transactions** from the operations form, or click the **Rec Trans** button in the banking menu. If any transactions are due to run they display on the form.

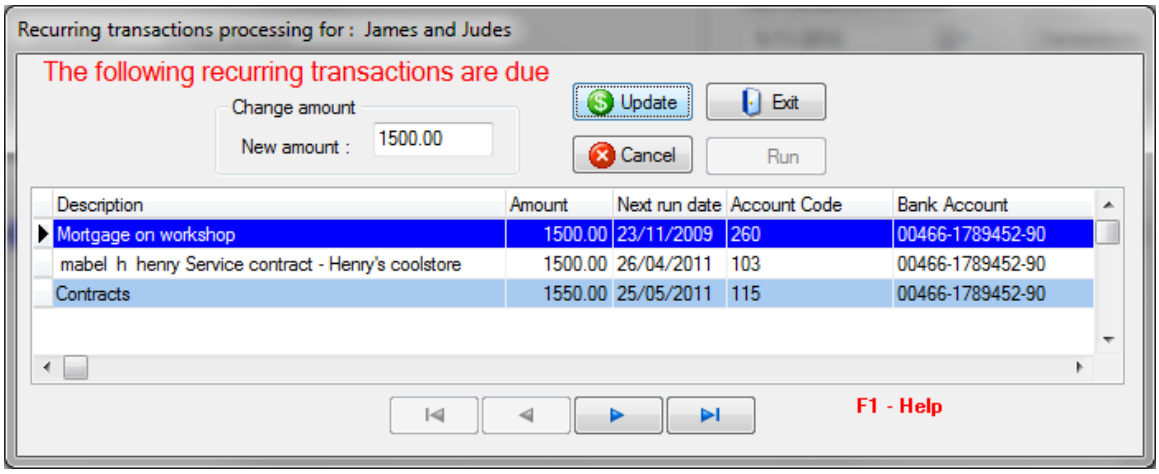


WARNING – the recurring transactions process does not check for overdrafts. It behaves in exactly the same manner as the bank's automatic transactions. This means, even if the bank account is not set up to allow an overdraft, it could occur. It is wise to check your bank balances before running recurring transactions.

You can change the amount of each transaction. If the amount doesn't alter then set up the transaction to be run automatically.

If you do not wish to change the amount click the **Run** button as each record is highlighted on the grid. Once the transaction has completed it is removed from the display.

Only change the amount if you are sure of the actual figure. The amount is the Total Amount of the transaction that will appear in the bank statement.



- Highlight the transaction to change.
- Click the **Change** button. The original amount of the currently selected transaction displays in the **Change Amount** panel. The **Change** button changes to **UpDate**. The **Run** button is disabled.
- Enter the new amount of the transaction. This becomes the default recurring amount.

- Click the **UpDate** button. The transaction journal is updated with the new amount.
- If the ledger account has been set up to split the transaction between business and domestic accounts this is done automatically.

Bank Maintenance

You may have as many bank accounts as you like. For ease of use specify one account as the default account for cheques/payments. This means that account will appear automatically, when adding payments.

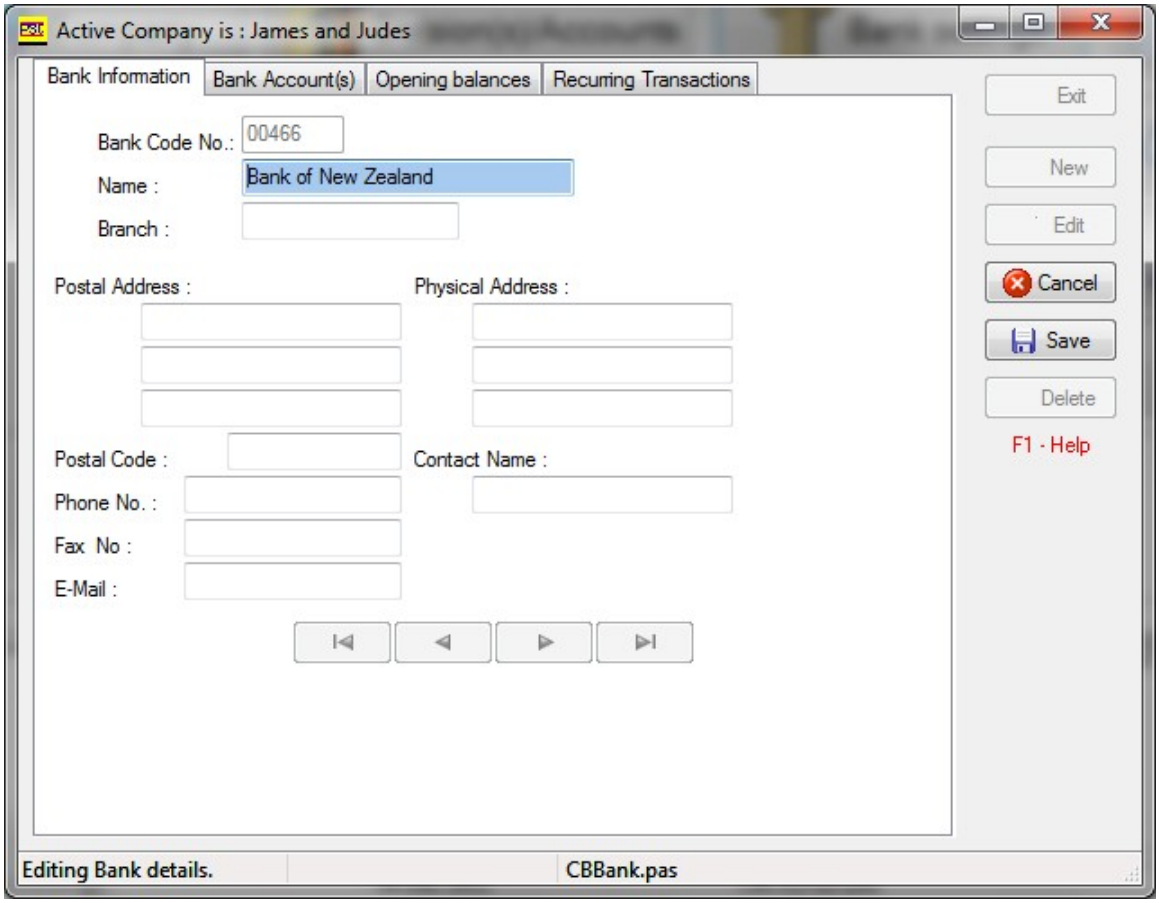
Bank details, and accounts, must be completed in the following order:

1. Bank.
2. Bank accounts
3. Account opening balances – if not zero.

Bank

Bank details require that the bank's code (usually the first 2 to 6 numbers of the account code), and its name, be completed. Everything else is optional.

You may set up as many banks as you have accounts for.



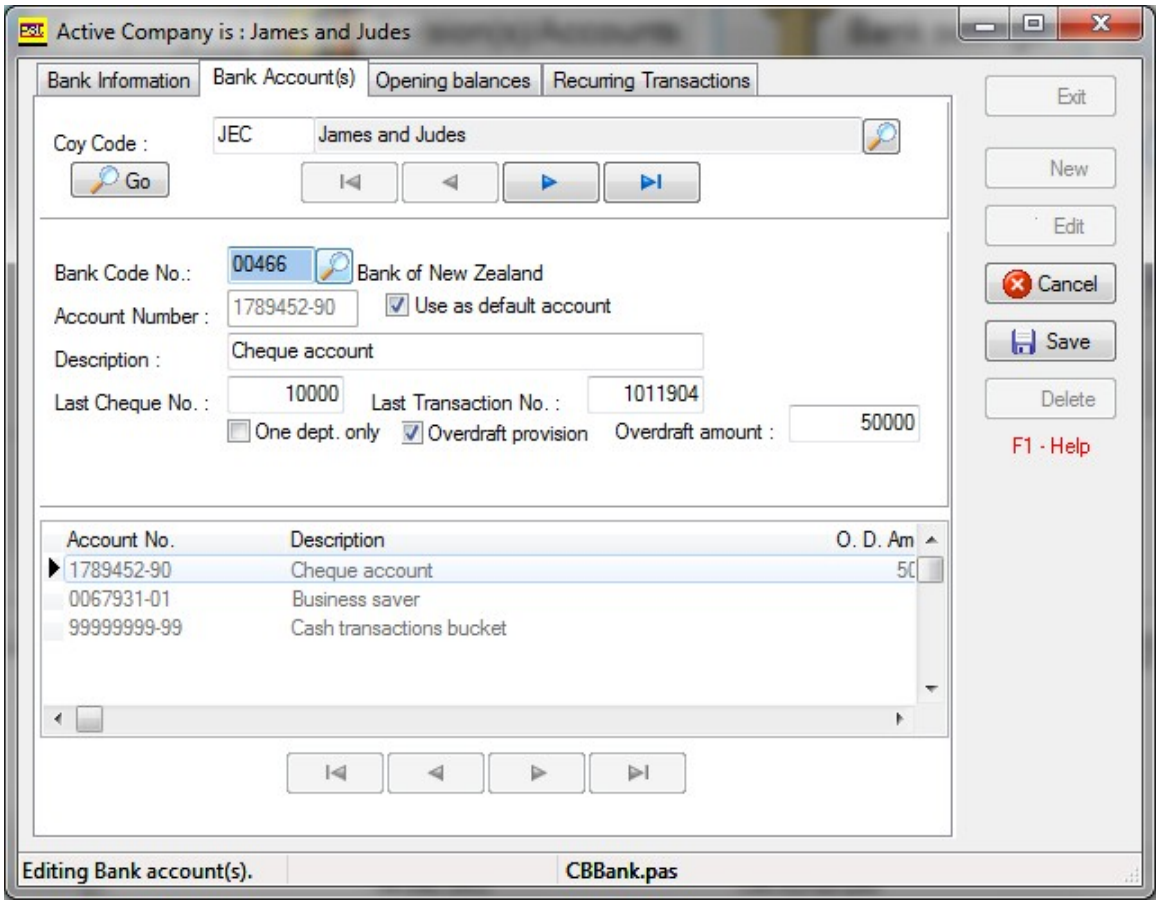
Bank accounts

Each bank can have multiple accounts.

When entering the bank account numbers make sure the format complies with your bank's format. If you are setting up multiple bank accounts, and companies, it is a good idea to create the accounts for each company immediately after you have created it, and any department(s).

A company's bank accounts can be shared between departments. This allows the completion of a payment for goods from one supplier, while allocating it to ledger accounts that have been set up for different departments. If you do not wish to do this check the box labeled "**One dept. only**". When you check the box a list of all departments belonging to the currently active company display. Select the one to allocate the bank account to. This prevents other departments from using the bank account. You would be advised to indicate, in the description, which department, if any, the account is for.

Adding Bank Accounts



- Select a **bank** (to view/select existing banks click on the button to the right of the **Bank Code** field).
- Enter a new **bank account** number. It must follow the format of the bank account - use your bank statement to see what it is.
- If this is the **Default bank Account** for cheques and other payments check the **Use as default account** box. The account is then the first to display when adding cheques.
- Enter a **description** of the bank account. Use the same name as your bank account for ease in reconciling accounts and identifying the account in selection lists.
- If you wish, enter the **Last Cheque number** from your cheque book. This is used to automatically increase cheque numbers when entering cheques.
- To allocate this account to one department only check the **One Dept only** box. This is

not checked when you click the **New** button.

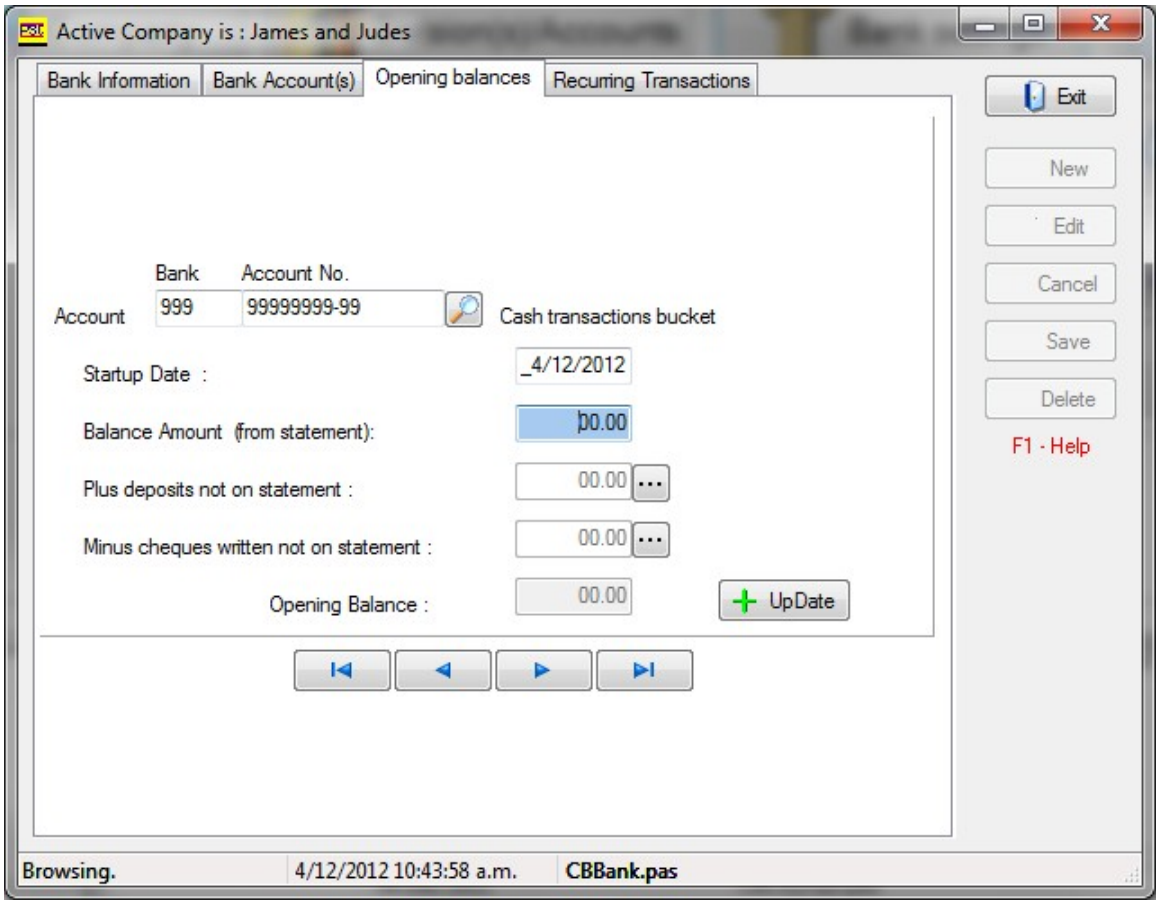
- If you have an overdraft facility check the **Overdraft provision** box. The field **Overdraft amount** displays.
- Enter the permitted overdraft amount in the **Overdraft amount** field. When entering transactions a warning occurs if the account balance drops below the overdraft amount.

If you are using the software to track supplier charges you still need to create a bank account. It doesn't have to be a match to your actual account. But payments have to be entered for a bank account.

Opening Bank balances

You must have created at least one company and bank account before using this page. If "No company/account links set" displays on the page you cannot enter opening balances.

- **Make sure you have not entered any cheques, or other bank transactions, before you create the opening balance(s).**
- **If you are using Client invoicing complete generating any invoices that payments (deposits) relate to, and bill them (even though you do not mail the invoice). Create the necessary clients and ledger accounts.**
- **If you are using Creditors make sure you have recorded the supplier's charges that any cheque relates to.**



- Make sure the caption at the top displays the company opening balances are for. If it does not click the Bank Account tab, and change to the required company. If the bank account has been allocated to a specific department it displays at the top of the page.

- Select the bank account the opening balances are for. Either click the navigation arrows at the bottom of the page, or click the magnify button to select from the list of accounts set up.
- Enter the opening balance date, and the **balance amount** from the most recent bank statement.
- Enter any deposits not on the bank statement. Click the button to the right of the **deposits** field and enter the details. Each deposit can have multiple ledger transactions. The total of the deposits appears in the deposits field when you click the **Export Balances** button on the bank transactions form.
- Enter any cheques that are not on the bank statement. Click the button to the right of the **Cheque field**. The cheque total appears in the cheques field when you click the **Export Balances** button in the Cheques/Payment form.
- Once you have completed the transactions not on your bank statement, click the **Update** button. This creates the opening balance for the bank account. If you do not wish to update at this point you may return to the form later. Make sure you do not enter any further transactions until you enter the opening balance. **You can no longer run this process for this account without removing all transactions first.**
- If you return after entering the historic cheques and deposits, but have not run the update, repeat steps 4 and 5 (this time without altering anything – the unpresented transaction value is totaled automatically), click the **Export Balances** button to update the relevant fields, and then click the Update button

The transaction and cheque entry forms behave differently when started from the Opening Balances. Complete the entire set up sequence **before** entering current transactions. If you have created any delete them before proceeding further.

See the details for Cheque entry and Bank Transactions for how to complete the above tasks correctly.

Front Counter

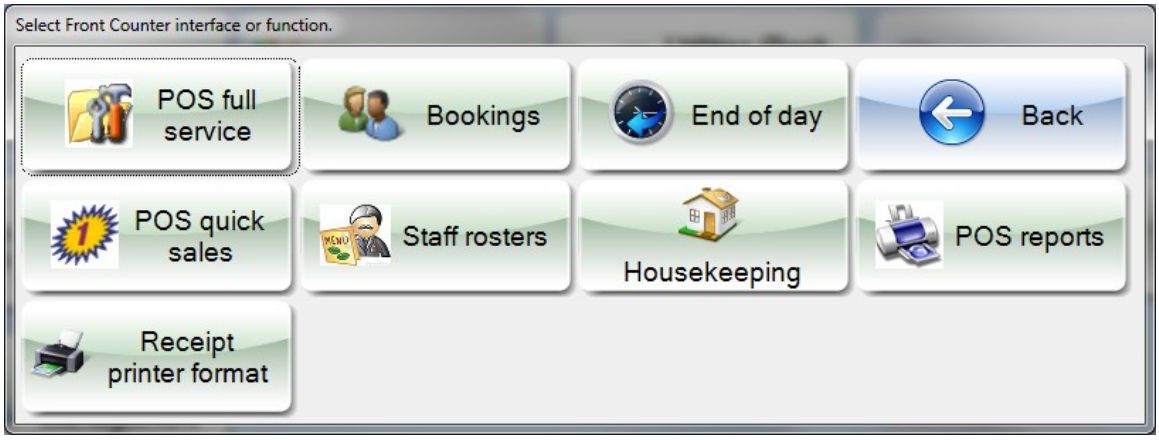
Professionals Front Counter is more than just a point of sale system. It provides facilities for you to carry out stock, supplier and client management from one point of entry. If you don't need to do so then open Quick Sales rather than full service.

Use Front Counter (full service) to carry out client and sales-related operations. Front Counter allows you to:

1. Record sales. Both cash and invoice.
2. Record client payments against invoices.
3. Update, and create, client invoices.
4. Maintain the inventory.
5. Order items for customers.
6. Produce sales reports.
7. Record, and issue, lay bys.
11. Record warranties/rentals/registrations.
12. Carry out housekeeping to ensure Front Counter runs quickly.

Point of sale

There are two POS interfaces. **Full service** and **quick sale**. Full service is only available if your logon gives you full, administrative, access. Quick sale works in the same manner as a supermarket (or chain store) POS. When you click Front Counter on the main menu the following form activates:

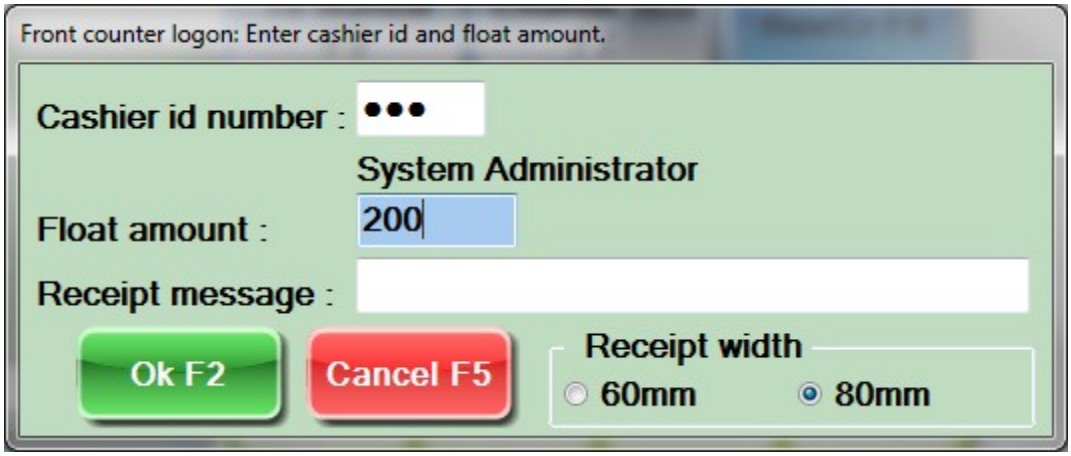


The form includes customer bookings activated. Two additional buttons (**Bookings** and **Staff rosters**) are visible. To make these active you must check the box **Activate customer bookings** in **Company Control**. If that box isn't visible you don't have the tables required to activate bookings. Please contact Professional Systems if you wish to activate customer bookings.

If you intend to carry out a range of customer-related activities, as well as back office operations, click **POS Full service**. Other wise click **POS Quick Sales.** Quick sales allows you to process normal sales (including specials and volume discounts), plus lay bys and customer discounts.

Note: For end of day processing to work correctly you must select the correct **Payment method** for each sale. That is EFTPOS, Cash, coupons, cheques, etc.

- When you first start Front Counter the Cash Sales page is disabled. The Logon form starts immediately. Use your Retail Business id to logon.
- Enter the amount of the float you have for the day (this must be accurate if Front Counter is to calculate the end of day cash up). Once you have made any sales the float amount is retained and can be shared between tills if you wish.
- To have a friendly message print on sales receipts change the **receipt message**. The message you enter is retained while Front Counter is running. Unless you have turned it off in POS settings.
- Select the receipt printer width you intend to use. The default is 80mm.



Log on to enable the POS page. Check a couple of things before you start making sales:

1. Is it likely you will often enter more than one unit at a time? If so click the **On Auto** button

to turn it to **Manual**. If the button is on auto the selection of an inventory item results in the item being recorded as sold without further action. Switching to Manual allows you to change the number of units sold. You can control this setting from the POS settings form.

2. If you log off the next user (including yourself) needs to logon to activate the page. If people are always changing the logon, and do not have separate floats, you may share the float. Once someone has logged on subsequent logons have a form that looks like the above. That is the **Use current float** box is checked. To require the entry of another float amount uncheck the box.

Leave **Use current float** checked if you are sharing your float with other cashiers. Other wise uncheck it and enter your float.

Select the paper width of your receipt printer. The default is 80mm. If you have multiple cashier workstations receipt printers can be shared. That is the receipt printer of workstation 1 can be used by workstation 2. Or each workstation can have their own.

Setting up Front Counter.

There are three areas where you may need to change default settings:

1. International. This is not required in New Zealand. To activate select System Settings on the main menu, then International. The following form activates:

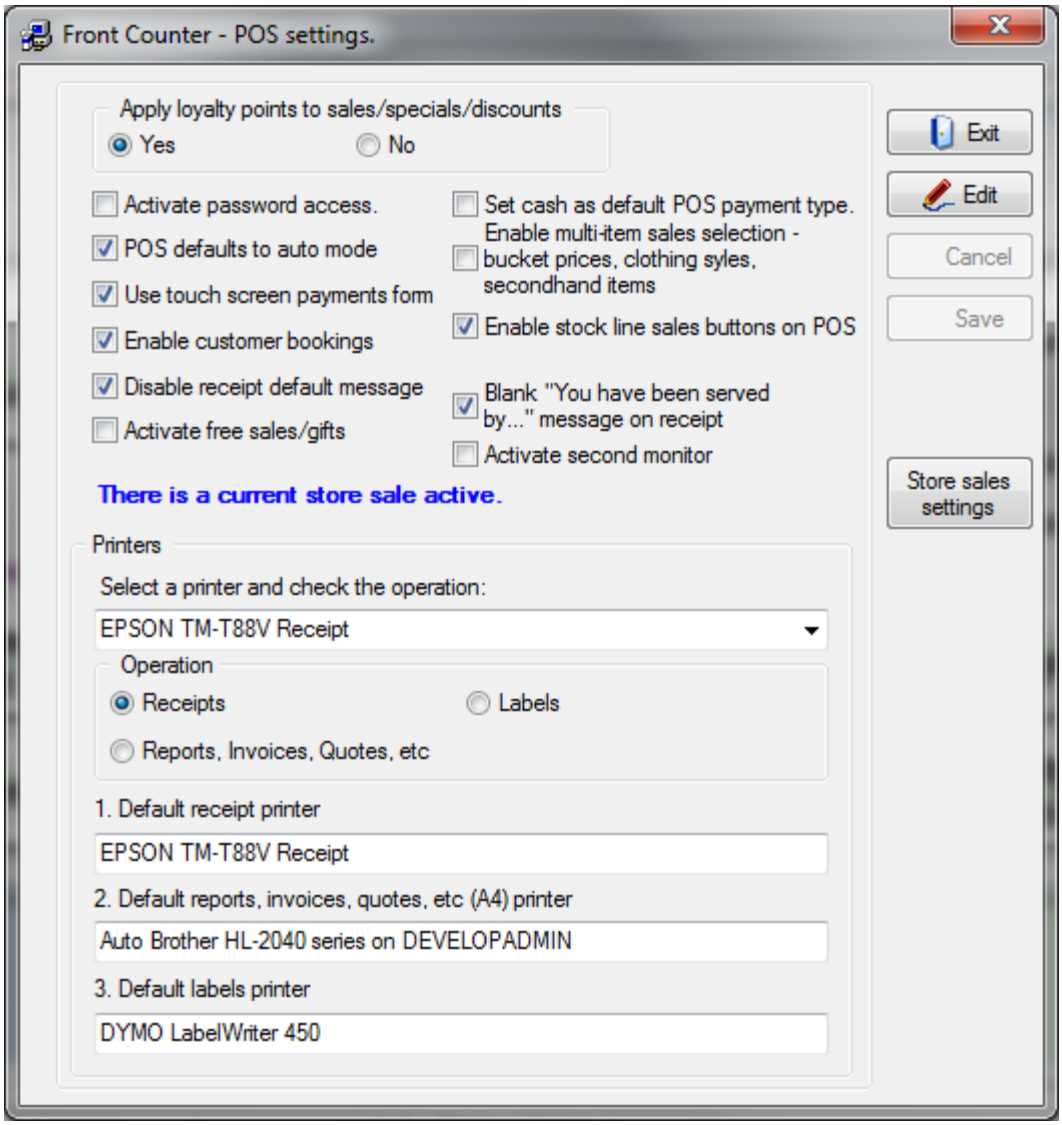
Because the default tax type is GST-based only countries that use it, or something similar, can be set up.

1. Select your country.
2. Enter the tax description you want to print on the sales receipt. If in the UK – V.A.T., ABN in Australia. For example.

Warning – don't change settings if operating in New Zealand. Those settings will be used from then on. And you cannot change back to New Zealand without reinstalling the software.

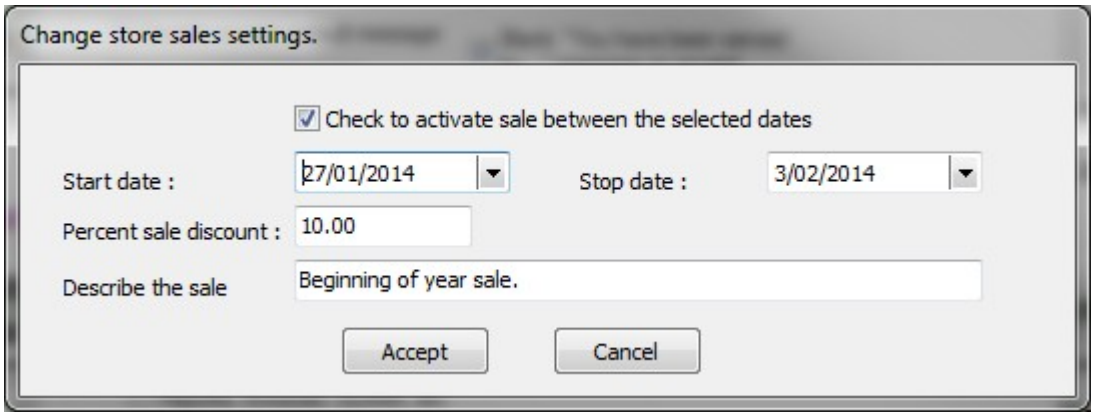
POS Settings

Use this form to change the way the POS behaves. Also to avoid the need to keep selecting printers when switching from receipt to A4. For example when printing client invoices and quotes from Front Counter.



1. To activate password access to Front Counter check the **Activate password access** box. The default is to have password access off. Passwords are required for access to the POS because of the requirement to track who sold what, and how much.
2. If most of your customers pay by cash, and you want that to be the default active field on the payments processing form, check the **Set cash as the default POS payment type**. The default is to use EFTPOS. This option only applies to the manual payments form. It isn't required for the touch screen form.
3. Check the **POS defaults to auto mode** box to start up the POS in auto mode. If you switch to manual, once the item has been accepted the POS switches back to auto mode. The default is manual. If you leave it you will need to switch to auto mode after the POS starts.
4. To enable stock to include multi-item item selection (for example clothing styles (size, colour, designer/brand), second hand items and bucket pricing check the **Enable multi-item sales selection....** box. Additional fields become visible on the inventory maintenance form when this is checked. Including the **Bucket items** and **Stock Details** buttons.

5. Check the **Use touch screen payments form** box to switch from the manual fields payments to touch screen. The default is to use manual payments. If you think it may be necessary to split payments between more than two payment types you will need to continue using the manual form. Otherwise I suggest you switch to the touch screen form. There is less chance of things going wrong.
6. When you log on to Front Counter POS the logon form includes a message. This message prints at the bottom of receipts. You can delete it. But, in that case, you need to delete it ever time you logon. The easiest way to remove it is to check the **"Blank "You have been served by..."** box. It will never bother you again
7. To activate the stock line buttons on the POS check the **Enable stock line buttons on POS** box. Don't do this until you have set the buttons up.
8. If you have a second monitor connected the POS can use it as the customer display. Check the "Activate second monitor." box
9. The settings for store-wide sales is not active. To activate it click **Store sale settings**. The following form activates: You can set the dates and then enable the sale by checking the **"Check to activate sale between the selected dates"**. Even if the date is between those two dates the sale will not activate unless you have. The sale includes the days of the start and stop dates.

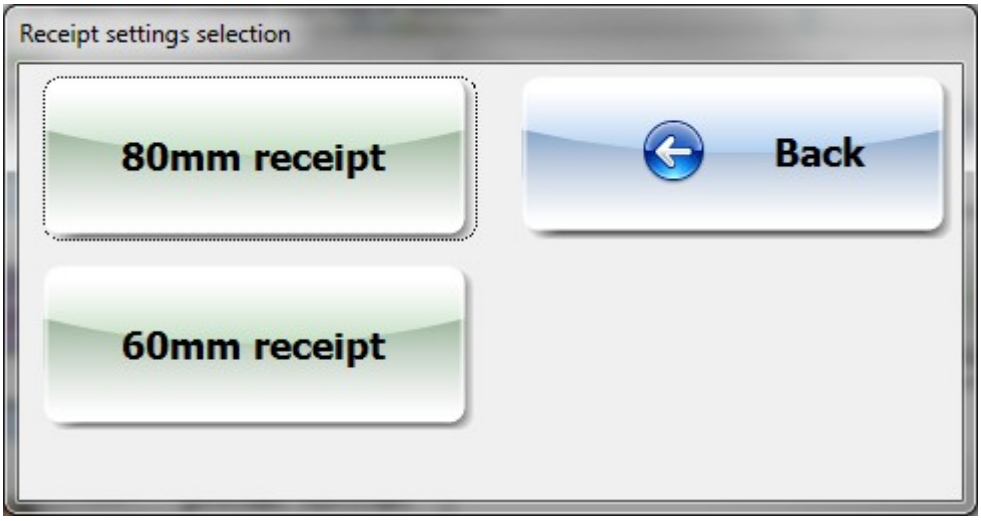


10. You can set up three printers for specific uses. These settings are only relevant when using Front Counter operations. If you only have the base system this setting is not relevant when using financial, or other non-POS, reports and forms. If these settings aren't used you need to run previews of invoices, quotes, sales reports,etc to switch to the correct printer. Because the default printer on the cashier counter should be the receipt printer. Select the printer you wish to allocate to the preferred function. Then check the relevant button. The name of that printer will appear in the correct field.

Note - if using a network the printer names will vary depending on the workstation name. You will need to go to Start → Control Panel → Printers and faxes (XP/Vista) or Start → Devices and Printers on Windows 7 and change their names so they are the same on all workstations.

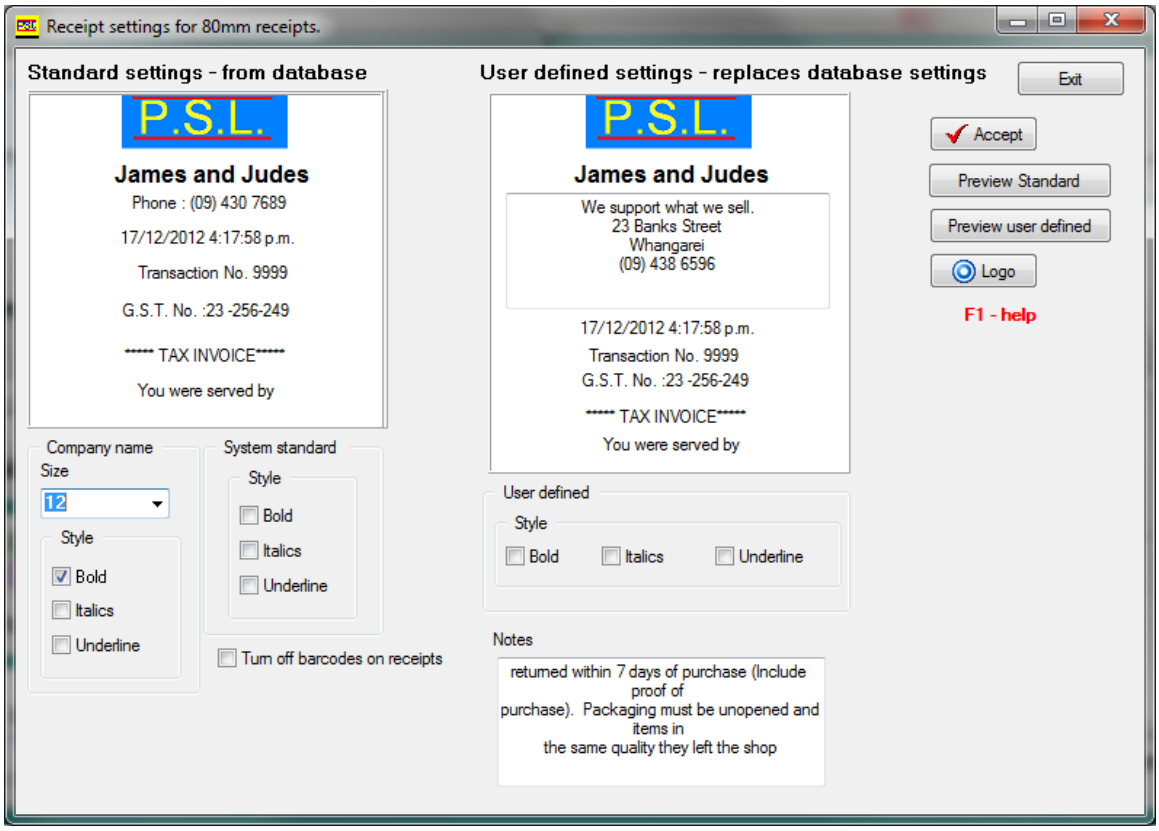
Sales receipts

There are default settings for sales receipts. To modify click **Receipt Printer** on the Front Counter functions form. You must have logged on with system administrator privileges to able to do so. The following form activates:



If you don't have a 60mm receipt printer ignore it. Doing the set up for each is identical.

The following instructions are for modifying the 80mm wide receipt printer.



The settings on the left are standard or default. You can change their appearance. But not the contents. The logo is there because it was included. You don't need to include one.

If you enter anything into the text fields on the right the user defined settings will be used. To turn them off clear the Notes field and click Accept.

The top text box should not have any more than 5 lines in. This is because the sixth, and subsequent lines will over write the date and time, and possibly also, the transaction number lines.

To preview your changes click Preview user defined.

- Set up the appearance of the company name. This is based on the name entered into the company control record. Be careful with the size. The maximum size cannot exceed 14 point. If you have a long name you may need to make it smaller. It is a good idea to make it bold.
- Date, time, transaction number, GST Number, "***TAX INVOICE***" and 'You were served by.....” print on both types of receipts. The panel to change is System Standard.
- To leave bar codes/sku and plu codes off the receipt check **Turn off bar codes on receipts.** The result is a receipt that looks more like a supermarket receipt.
- Select the settings for the user defined text. These settings apply to both top and bottom text.
- The bottom text can be something like a returns policy, or special message.
- To set up a logo for the receipt follow the instructions below.

Other settings relate to stock and are covered in the section on stock management.

Setting up a receipts logo

1. Using your existing logo (if you have one) – open Paint.
2. Open the file logo.bmp from the C:\PSL\Database\images folder. If you don't have a logo file you will need to create one. Refer to Company Control for an explanation.
3. Save it as logoss.bmp. Note the 'ss'. This stands for sales slip. You cannot use the logo that you have already loaded for the company because it is most likely too large for receipts.
4. Resize the file. Select Image → Stretch/Skew You may be able to get away with decreasing it by 50% horizontally and vertically.
5. Save the file.
6. Open the settings menu in Front Counter. Select any of the format sizes.
7. Click the Logo button. Load the file and then Confirm.
8. It should appear on the example forms.
9. If it doesn't appear to fit you will need to go back to Paint and fiddle around a bit more with the size. Form now on make sure you open the file logoss.bmp in the C:\PSL\Database\images folder.

Setting up the stock line buttons

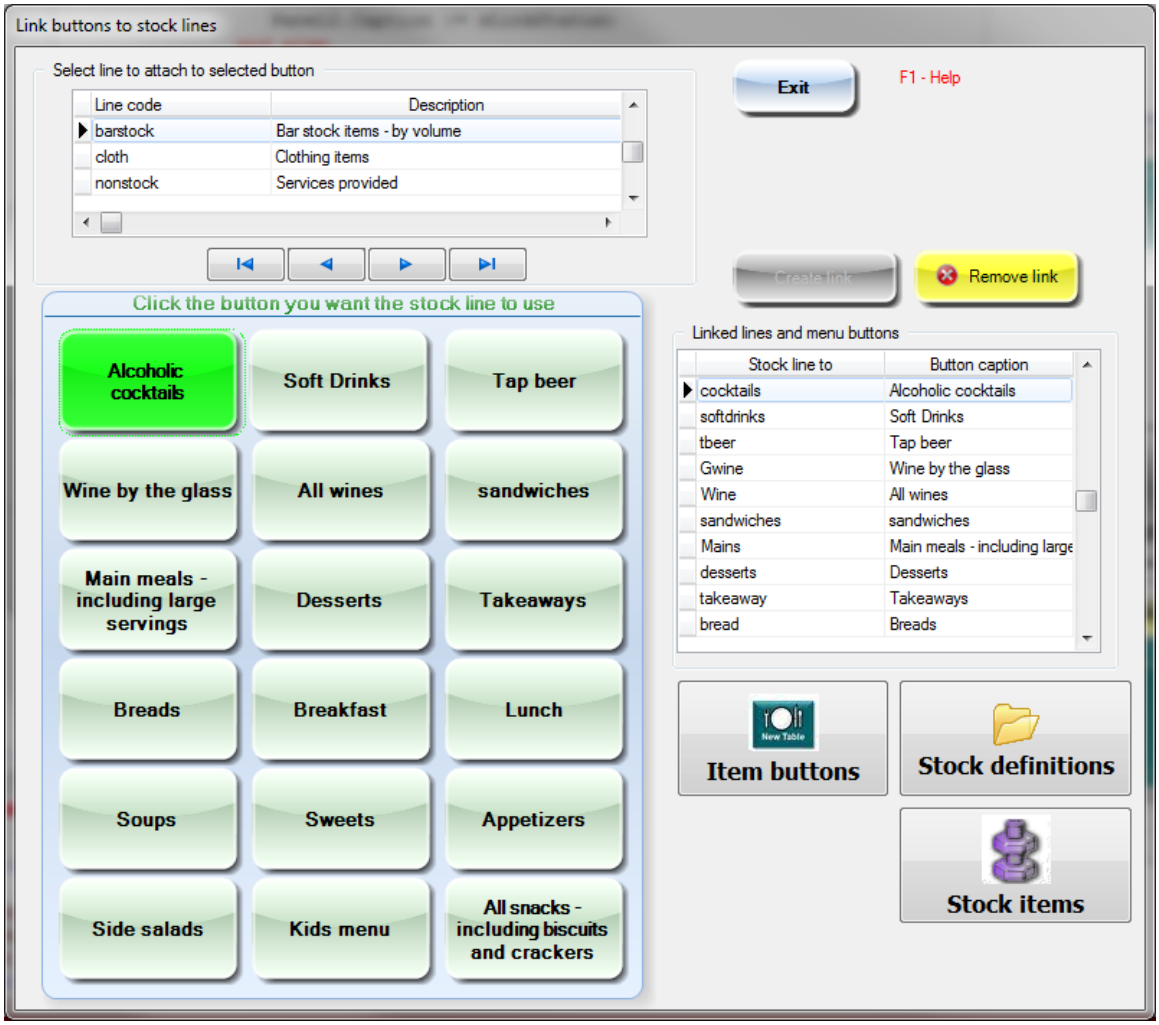
Stock line buttons are designed to be used to process the sale of items that don't have any bar codes and for which you would otherwise have to manually enter the stock code. For example vegetables, bakery goods, takeaways, other food items.

To connect stock line items to the POS buttons carry out the following sequence:

1. Create a stock line for each keypad button. The words “This button is not assigned” are replaced as you link stock lines to the relevant buttons.
2. Create the required stock items (you can set them up as packages if you wish to track inventory levels in detail) and link each item to the relevant stock line.
3. Link all the items of the selected stock line/menu definition to the stock selection buttons.

The following describes linking stock lines to the relevant POS menu keypad button.

On the Systems Settings form select **POS buttons**. The following form activates:



The example above has all the buttons allocated. Note – when you open Full Service POS the buttons are set out at the bottom of the form in three rows of buttons. Not in the layout shown above. On the Quick Service POS the buttons are in the above order.

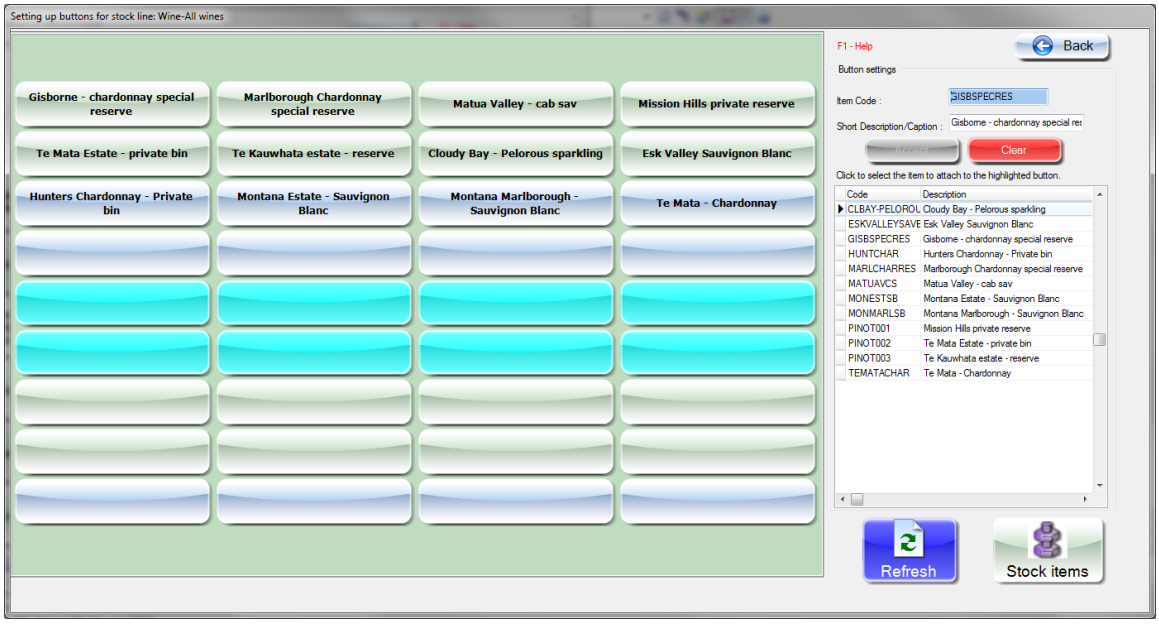
The Al**coholic cocktails** button is highlighted. As is the **cocktails** line in the **Linked lines and buttons** list. If a button is linked to a stock line you may remove the link. You cannot create a new one unless the button highlighted has no stock line connected.

The example above displays one, possible, set of button captions for a set of buttons set up as a menu buttons panel. The stock line descriptions are used as captions on the relevant buttons. To make sure everything fits there should be no more than 40 characters in each stock line description.

From this form you can create new stock lines and link stock items to selection buttons. It is these buttons that are activated when you press the relevant button on the POS.

Note - you can set up menus. The dinner menu has to be set up using the relevant buttons. For example Entrees, Mains, Desserts, etc.

Once you linked the stock line to the selected button click **Menu buttons**. The following form activates:


Setting up buttons for stock line: Wine-All wines
Gisborne - chardonnay special reserve
Marlborough Chardonnay special reserve
Matua Valley - cab sav
Mission Hills private reserve
Te Mata Estate - private bin
Te Kauwhata estate - reserve
Cloudy Bay - Pelorous sparkling
Esk Valley Sauvignon Blanc
Hunters Chardonnay - Private bin
Montana Estate - Sauvignon Blanc
Montana Marlborough - Sauvignon Blanc
Te Mata - Chardonnay
F1 - Help
Back
Button settings
Item Code :
GISBSPECRES
Short Description/Caption :
Gisborne - chardonnay special re
Clear
Click to select the item to attach to the highlighted button.
Code
Description
CLBAY-PELOROL Cloudy Bay - Pelorous sparkling
ESKVALLEYSAVE Esk Valley Sauvignon Blanc
GISBSPECRES Gisborne - chardonnay special reserve
HUNTCHAR Hunters Chardonnay - Private bin
MARLCHARRES Marlborough Chardonnay special reserve
MATUAVCS Matua Valley - cab sav
MONESTSB Montana Estate - Sauvignon Blanc
MONMARLSB Montana Marlborough - Sauvignon Blanc
PINOT001 Mission Hills private reserve
PINOT002 Te Mata Estate - private bin
PINOT003 Te Kauwhata estate - reserve
TEMATACHAR Te Mata - Chardonnay
Refresh
Stock items

This form displays the stock items already linked to the stock line you have highlighted in the Stock lines button form.

If there are no items linked to the stock line the list on the right will be empty. If there are items in it you can link them to buttons that have no captions. To create stock items click the **Stock Items** button.

If an item has already been linked to a button you cannot link it again. If you wish to remove the item from the button click **Clear.** To link a button an unlinked item click highlight one that is blank, select an item from the list (the description of the item displays on the button) and click **Accept**.

Warning - when the form starts up for the first time the description of the first item in the list is already displayed to the button on the top left. You must still press **Accept** to attach it.

Operating Front Counter

You may suspend Front Counter by clicking **Lock Front Counter**. To reactivate enter a valid user id and password

The Front Counter form is set to occupy the entire screen. To use other programs drag the caption bar to the bottom of the screen rather than exiting from Front Counter.

With auto on each item, when swiped, results in an addition to the sold items list. Click the **Quantity** button immediately before swiping the item's bar code or entering its Stock/PLU code if you have multiple identical items in one group. Otherwise just keep swiping..

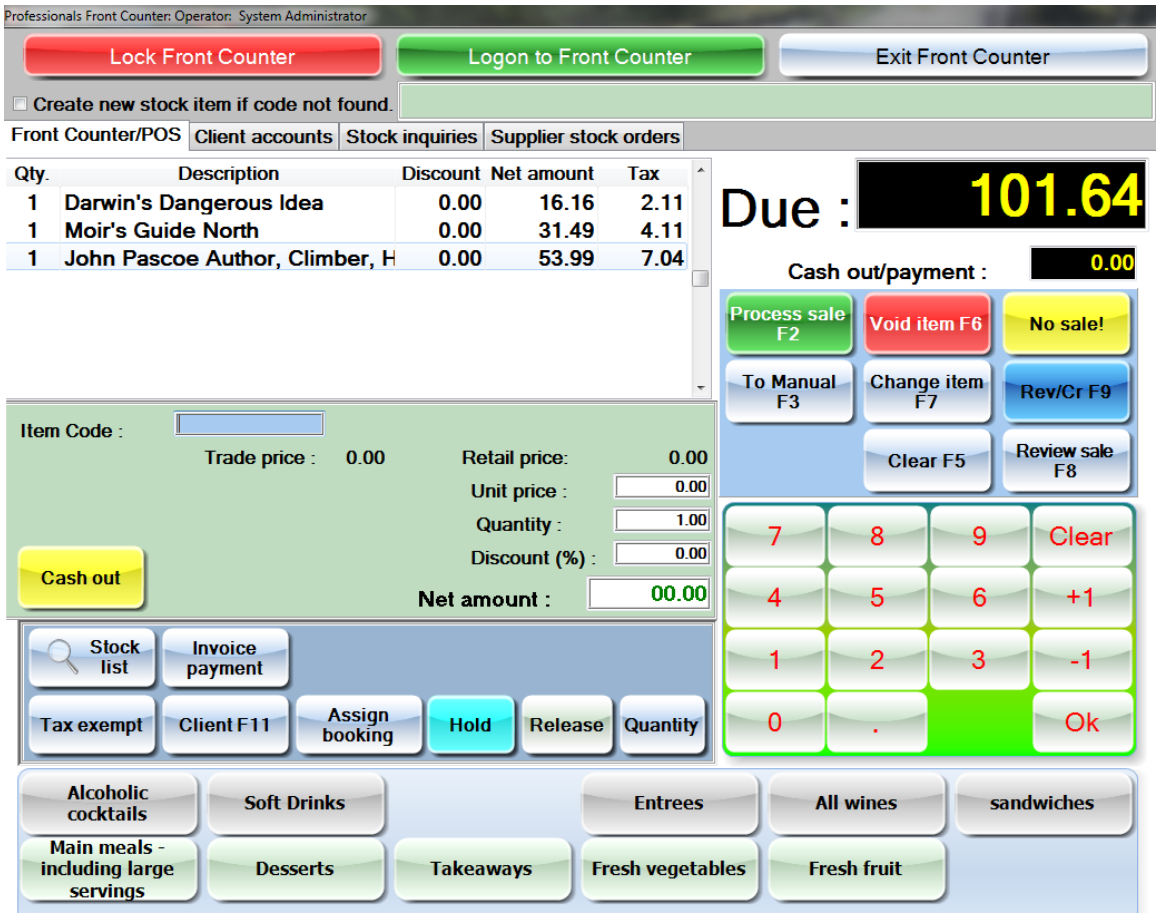
Depending on the stock item being sold, and the sales settings for that item, the actual display will vary.

For example, generally the **Buy Price** is not visible, and the **Price Calculation** group is invisible unless it is set as visible for a stock item in Inventory maintenance.

- **Retail** price is the default price. To change it turn **auto** off – click the **On Auto** button. It changes to **On Manual**. If you made a mistake in auto mode highlight the incorrect item and click **Change**. The **Accept** button displays. Make the changes and click **Accept.**

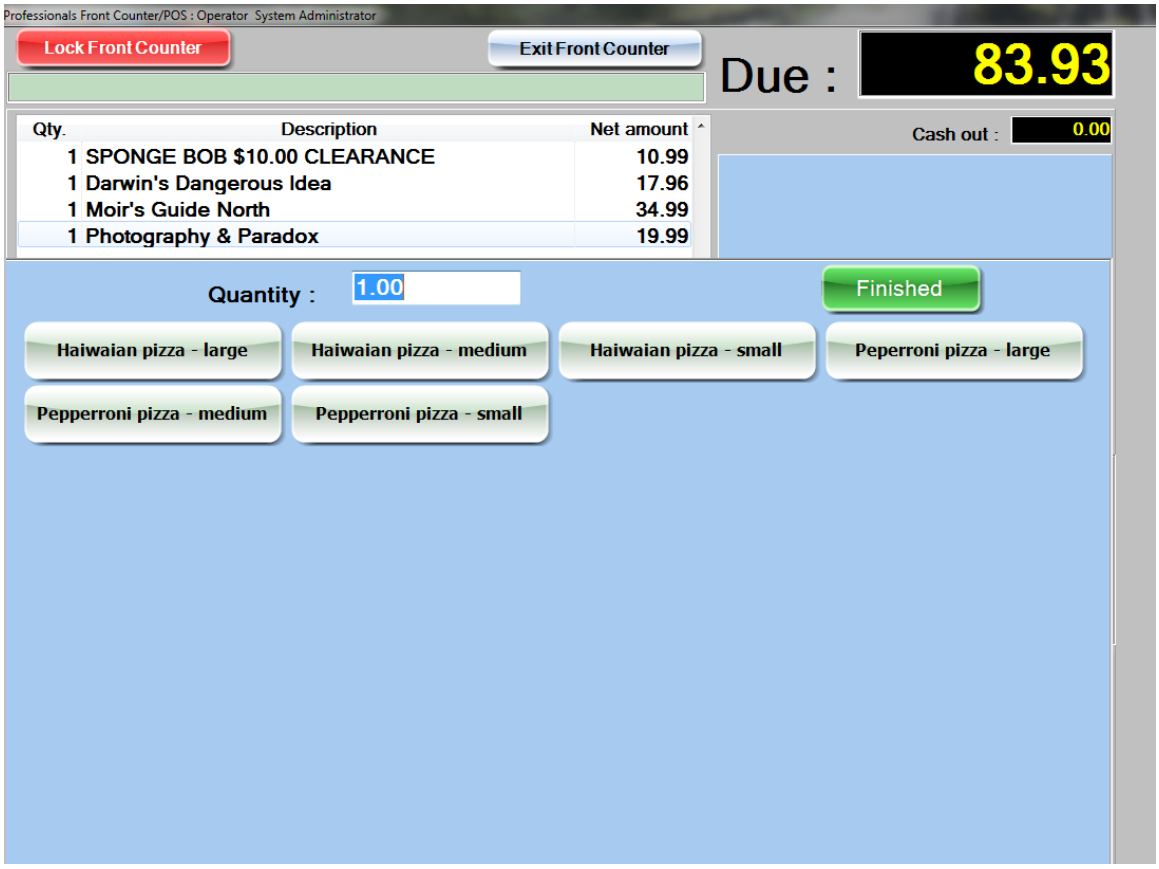
Processing sales

The sales page appears as follows in auto mode. This example has the stock lines buttons activated.



To process a normal sale (that is sale on auto – single item) carry out the following sequence:

- Enter, or swipe, the bar code. If there is no bar code enter the stock code. Or click the appropriate button on the buttons at the bottom. If you do so the form appears as follows:



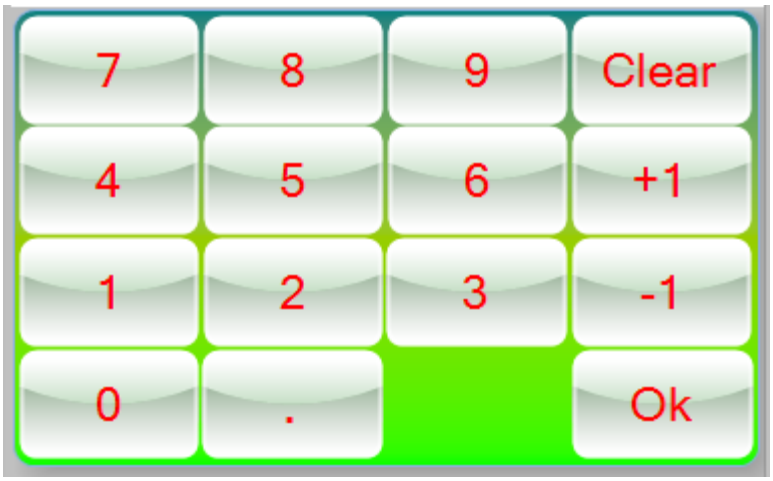
- As you click the buttons the item selected is displayed in the sold items list. The default number to be sold is one. Change the number to something else immediately prior to clicking the item button to change the quantity. Or just keep clicking the appropriate button.
- The item is recorded as sold.
- Keep swiping/entering until you have finished.
- Click **Process sale**.
- Select the **payment method**. Depending on whether you have enabled the touchscreen payment form one of the following forms is activated.

The numeric keypad

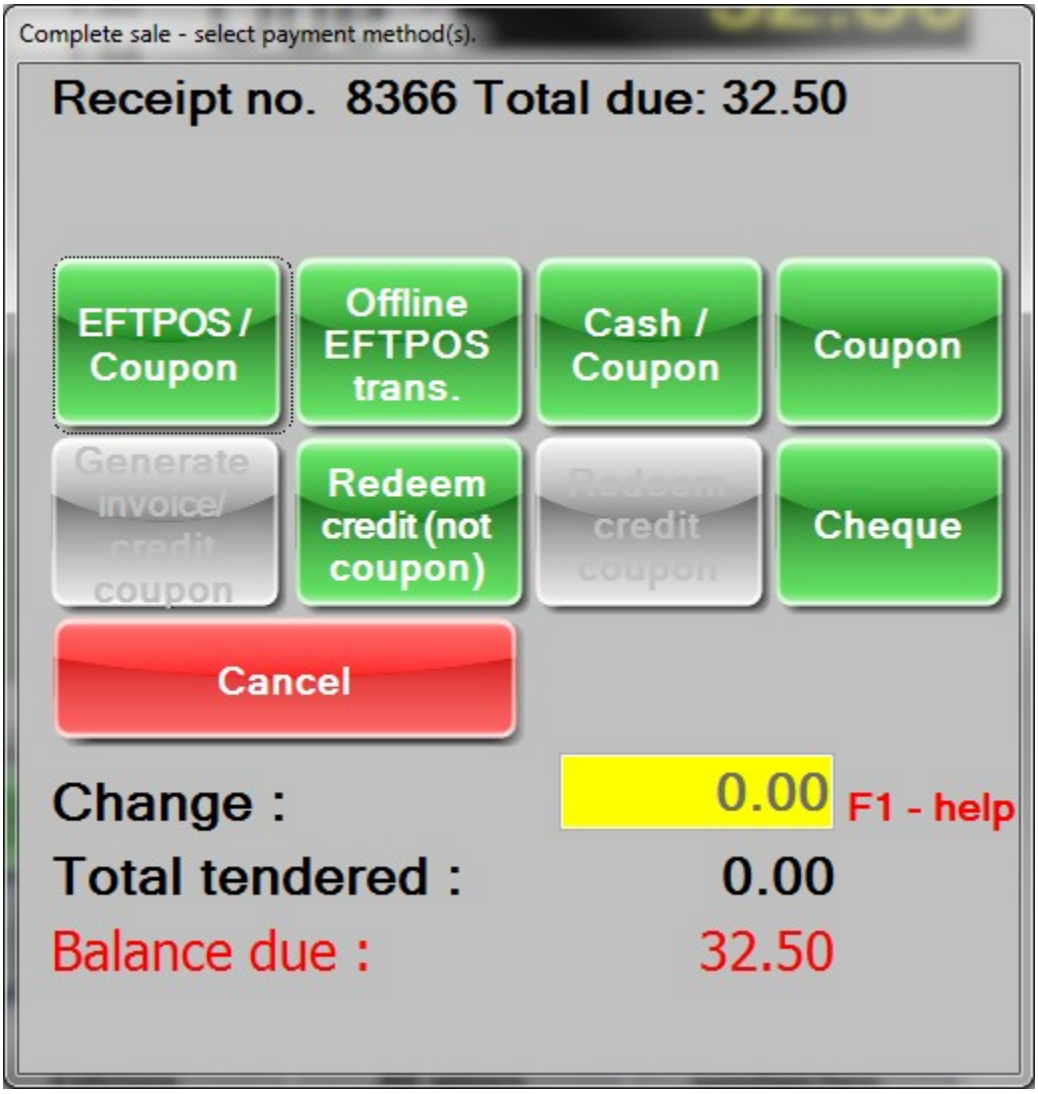
The numeric key pad enables you to enter quantities if you have a touch screen. You can also use it with a mouse pointer. It's just a bit more difficult to use than tabbing to, or clicking on, the quantity field and entering the quantities manually.

In auto mode activate the keypad by clicking the **Quantity** button before swiping (or entering) the item code. Enter the quantity, then swipe the item code. The items sale will be for the quantity you selected. Once the item is saved the keypad is turned off. This means, in auto mode you must press **Quantity** to activate it.

The keypad doesn't sum the values you enter. As in 1 + 2 = 3. It adds the number after the value already in the quantity field. As in 1 then 2 results in 12. If you want to add to, or subtract from, the quantity press the '+1" or "-1" keys. If you want to enter a quantity of 100, first press the "1", then "0" twice.



If using a touchscreen clicking **Other Processing** activates the following form. Select the payment type.

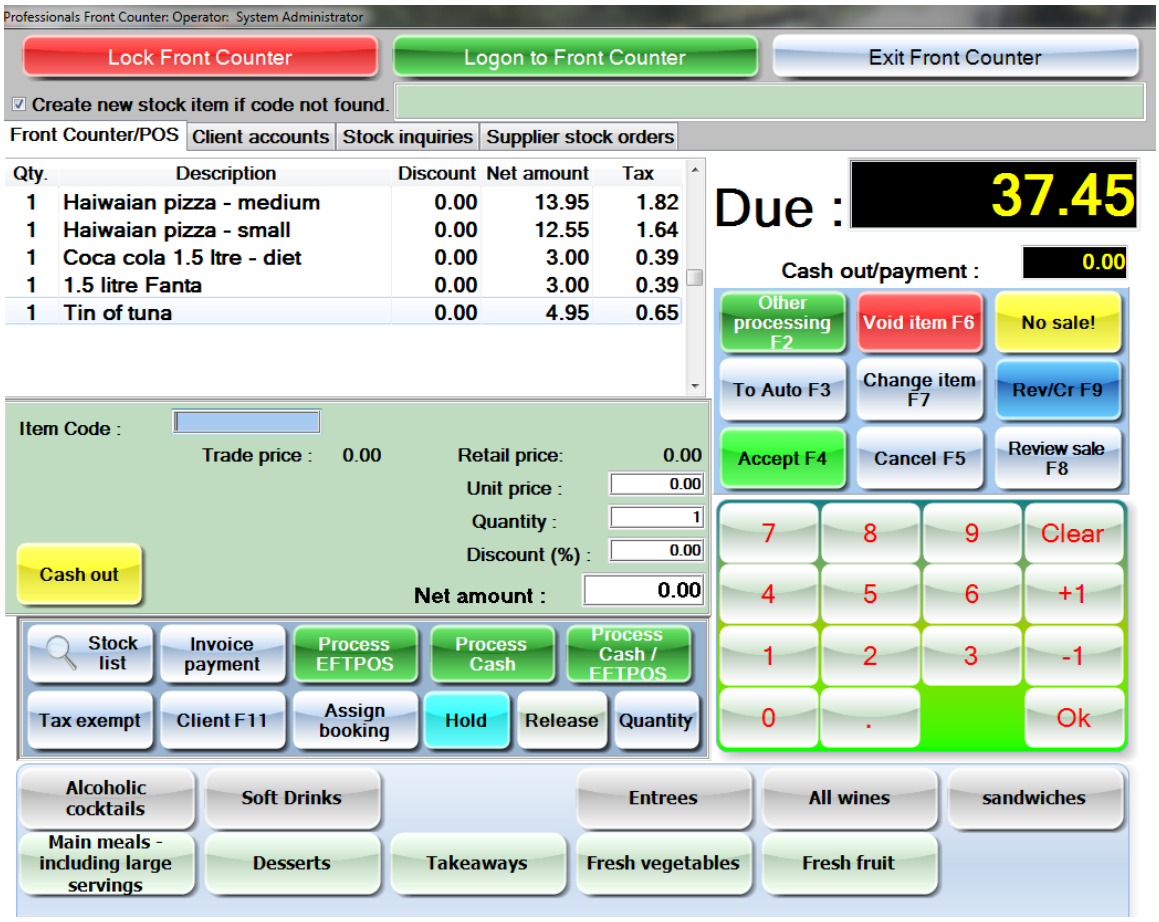


- Select the preferred payment method. Customers can pay using up to two different payment methods. The following form activates.
- In the example the customer is paying both cash and EFTPOS.
- Enter the amount of cash to pay either by using the buttons or by directly typing into the active (Cash) field. As you do so the EFTPOS field changes to the balance due. Click Accept once the amount being tendered has been entered.

- If any change is due the amount displays on the Change pop up form.
- Click **Accept**.
- Optionally print the receipt.
- If the payment includes items that require you place them in the cash drawer (coupons, cash, cheques) the cash drawer opens.

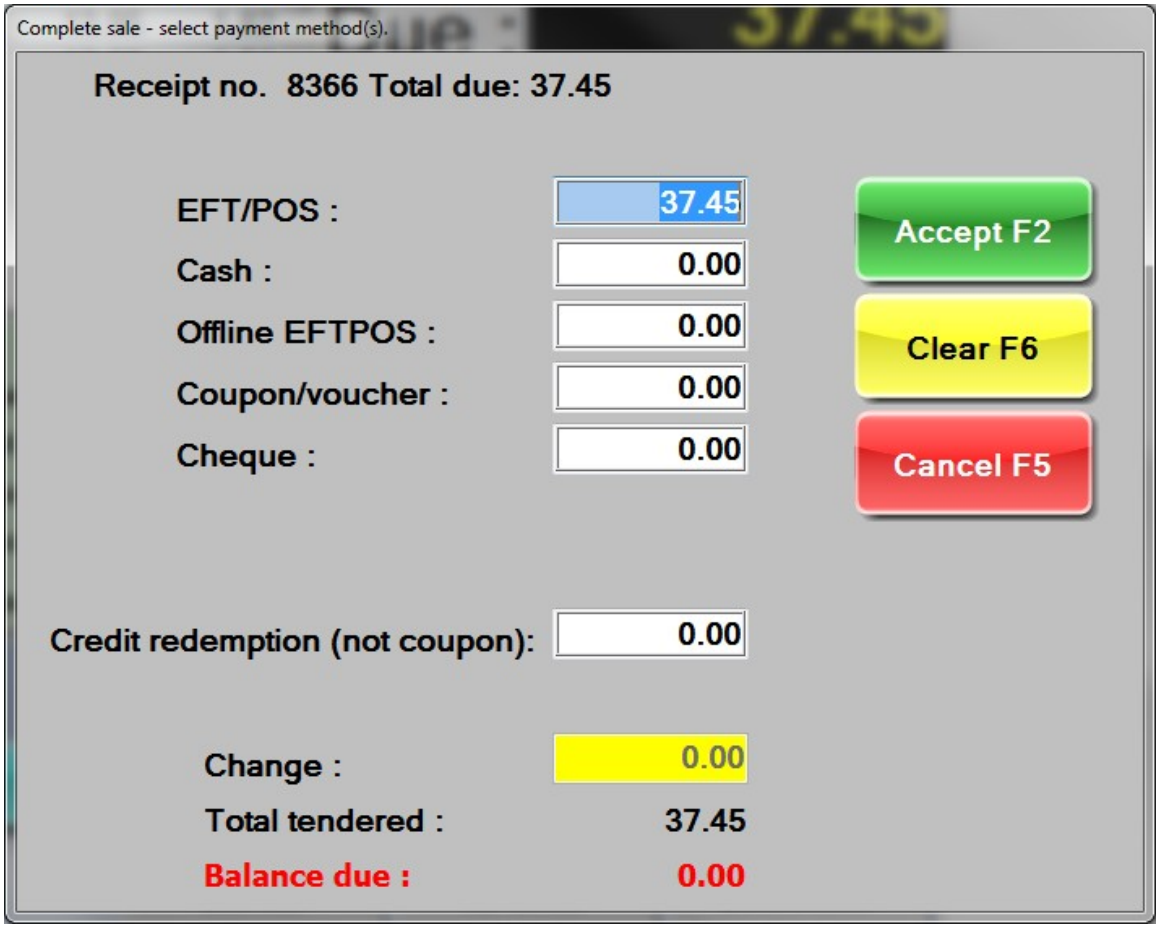
If you have not activated the touchscreen option the following form activates. This allows you to enter more than two payment types.

In manual mode the POS page appears as follows. Note that there is now a **To Auto** button.



- If the customer is buying more than one copy of an item click **To Manual** to switch to manual mode so you can enter the number of items. Or click the Quantity button immediately before swiping the bar code, or entering the Stock/PLU code. To switch back to auto click the **To Auto** button. It changes to **To Manual**. If the identical items are in any old order – just keep swiping. They will be added to the Qty of the matching item as you do so.
- If an item is being returned click the **Ref/Cr (F9)** button. You may include returns within a normal sale. For example if the customer returns an item sold for $12.50, you may record that and the record of a sale for another item at $12.50. The net effect is to update the inventory - the returned item is placed back in inventory and the replacement is taken out. If the "sale" is for a return/credit only an additional form activates to allow you to select whether the transaction is a refund or credit note. The default is credit note.

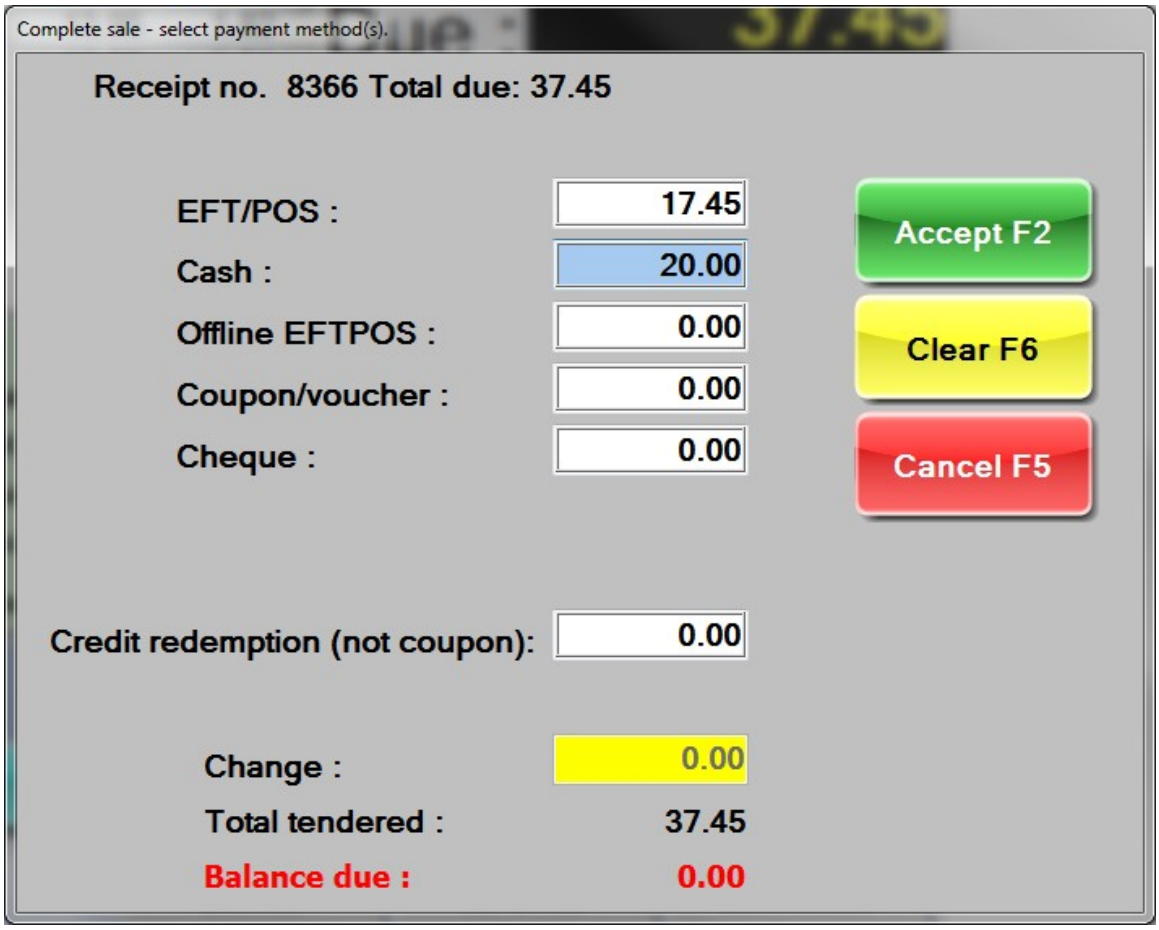
- When changing an item's quantity, and you change your mind, click the **Cancel (F5)** button. If you have accepted it, click **Void (F6)**.
- **Due** is added to as the items are accepted.



To finalize the sale click **Process sale** (F2). The following form activates if you aren't using a touchscreen:

- The default payment type is EFTPOS.
- Sales can be a combination of two, or more, payment types. For example someone can pay by both EFTPOS and cash.

If the payment is split between cash and EFTPOS the form appears as follows:



- Customers may also make multi-tender payments by using more than one EFTPOS or credit card. In that case enter the amount for each card. Click Accept when the terminal accepts their card. When you click Accept the amount in the EFTPOS field defaults to the balance due.
- If the total payment is by cash press the space bar. This clears the EFTPOS field. Tab to the Cash field. When you do that the EFTPOS field changes to “0.00”.
- If the EFTPOS terminal is offline you can record the payment as an offline EFTPOS payment. You will need the manual credit card swiper.

If the touchscreen processing form is activated the form appears as follows when a combination cash and EFTPOS payment is being made:

In that case three additional buttons are activated on the POS:

If the customer wishes to be provided with cash (assuming an EFTPOS sale) check the **Cash out** box on the Sales page.

If you split the payment between cash and EFTPOS the payment processing form will look something like the following:

On this form clicking a button results in the value of the button being added to the value in the active field. To enter the EFTPOS amount first (so you can tell the customer how much cash is

due) click the **Enter here** button. The EFTPOS field becomes the active field. As you enter an amount into that field the balance payable is shown in the cash field.

If you make a mistake – click Clear and start again.

If the payment is in cash or a coupon, and change is due, when you click **Accept** the change form activates to remind you of the amount due.

Click **Close** and you are returned to the POS form.

Cash out cannot be completed if there are insufficient funds in the cash drawer. You will be warned if that is the case. If you need to add to the float, put the sale on hold, log out, logon and change the float amount. Then release the sale and complete it.

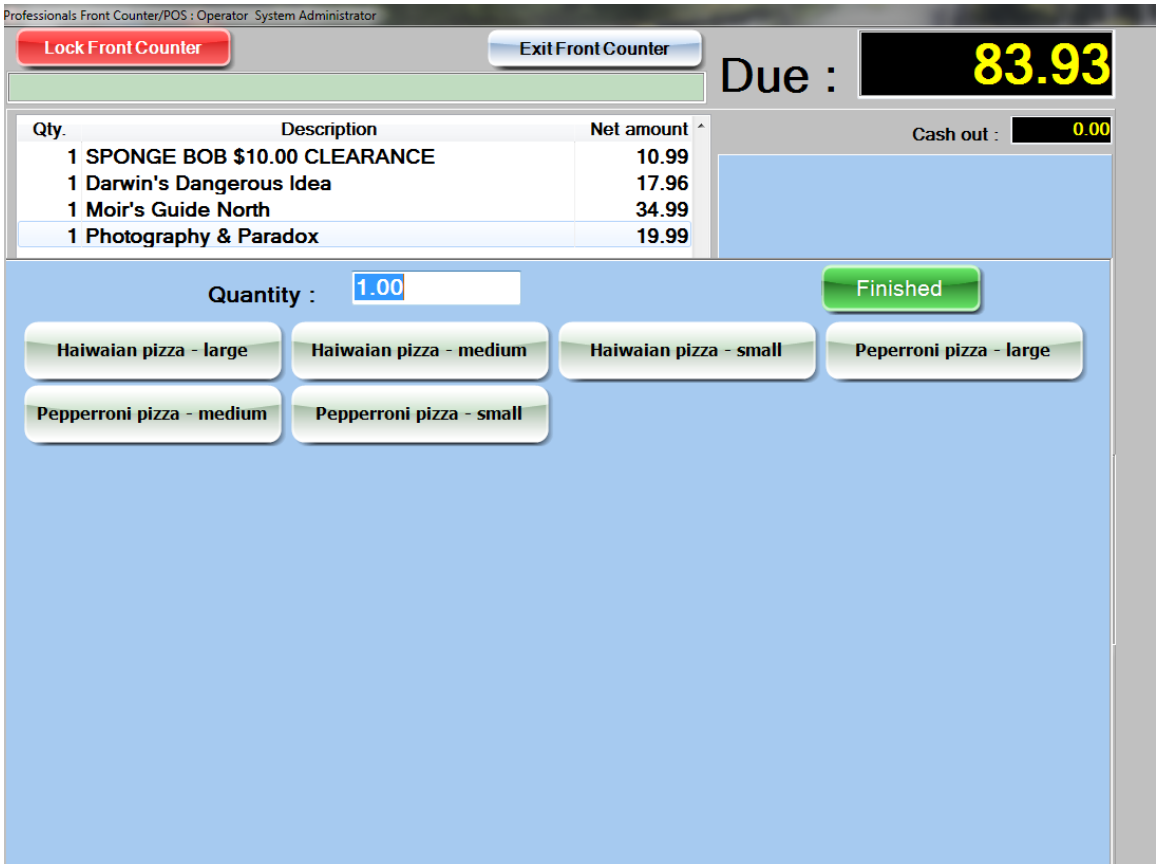
- When you click the **Cash out** button the page switches to manual mode. The **Accept** button becomes visible. The stock code field defaults to CASH OUT.
- Click **Accept** when the cash out amount is entered.
- **Due** is the sale plus any cash out.
- **Cash out** is shown as a separate field. Both appear on the sales slip.
- The cash out amount shows on the sales receipt as Cash out.
- If the customer pays by cash enter the amount tendered. Any change due is calculated and rounded. If the cents figure is 5 cents or below the rounding is down, and up if it is above.
- If you are having a sale the POS can calculate the sale price. Group items in the inventory. You can have different sale discounts for items by the group they are in. If you have a large number of stock items this could be a major operation, initially. See Stock Lines and Groups to find out how to set up sales. Once the correct set up has been completed sales may be turned on and off very easily.
- You may set up item specials within the inventory by clicking the **Sales Setting** button.

Using the Stock line buttons.

If you have activated the Stock line buttons in POS Settings a panel displays at the bottom of the POS screen. It only displays buttons that have been allocated to a stock line with stock items. Each stock line can have up to 36 items. You may select as many items as required before clicking **Finish.** As you press each button the item is added to the sold items list.

To change the quantity change the number in the **Quantity** field before pressing the button. Or simply keep clicking the relevant button.

The POS appears as follows when you click one of the stock lines buttons:

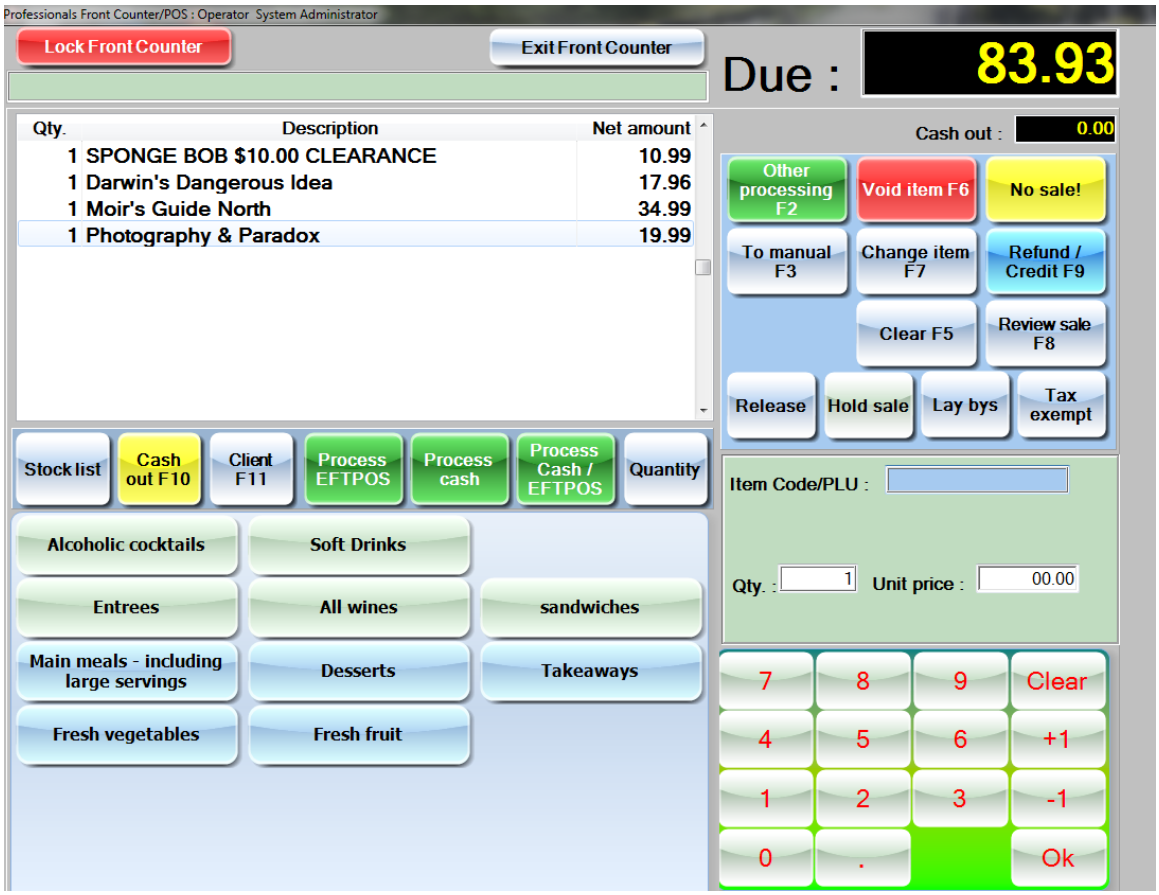


The above example is for pizzas. Which is a natural use of the stock line buttons as such food items don't have bar codes. And customers want things to be completed quite quickly.

Using Quick Sales.

The Quick Sales interface is designed to behave in the same manner as a chain store or supermarket point of sale. It assumes every sale is “cash”. You may enter, and complete the sale of items, and include lay bys and customer orders if you have the required access rights.

The quick sales POS form – with the stock line buttons active - is a follows:



Client invoices cannot be created from the Quick Sales form. Neither can you create new stock items “on the fly”. You can apply an existing regular customer discount and maintain lay bys as well as releasing them.

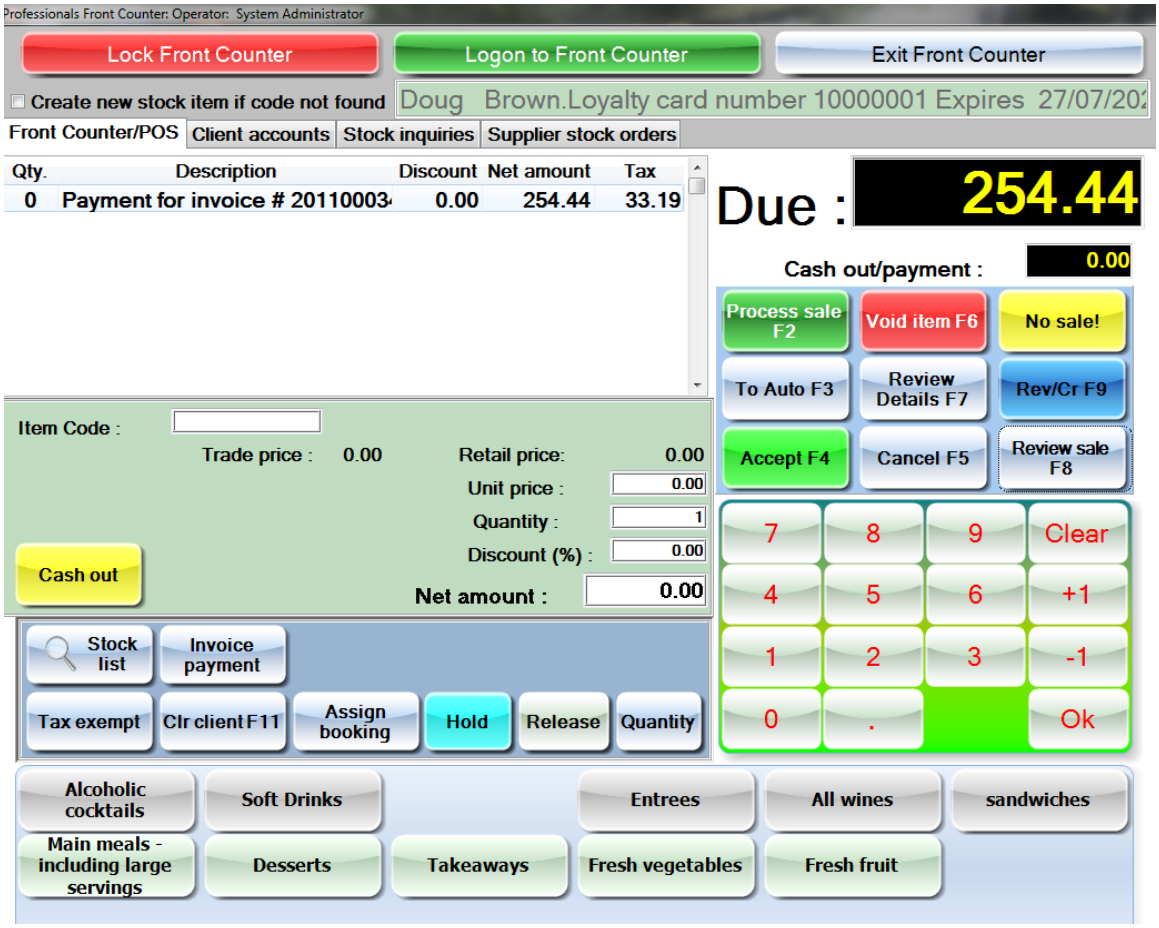
Client orders can be created if you have top level access. Or someone who has authorises your access.

All buttons behave in the same manner as their equivalents in Full Service.

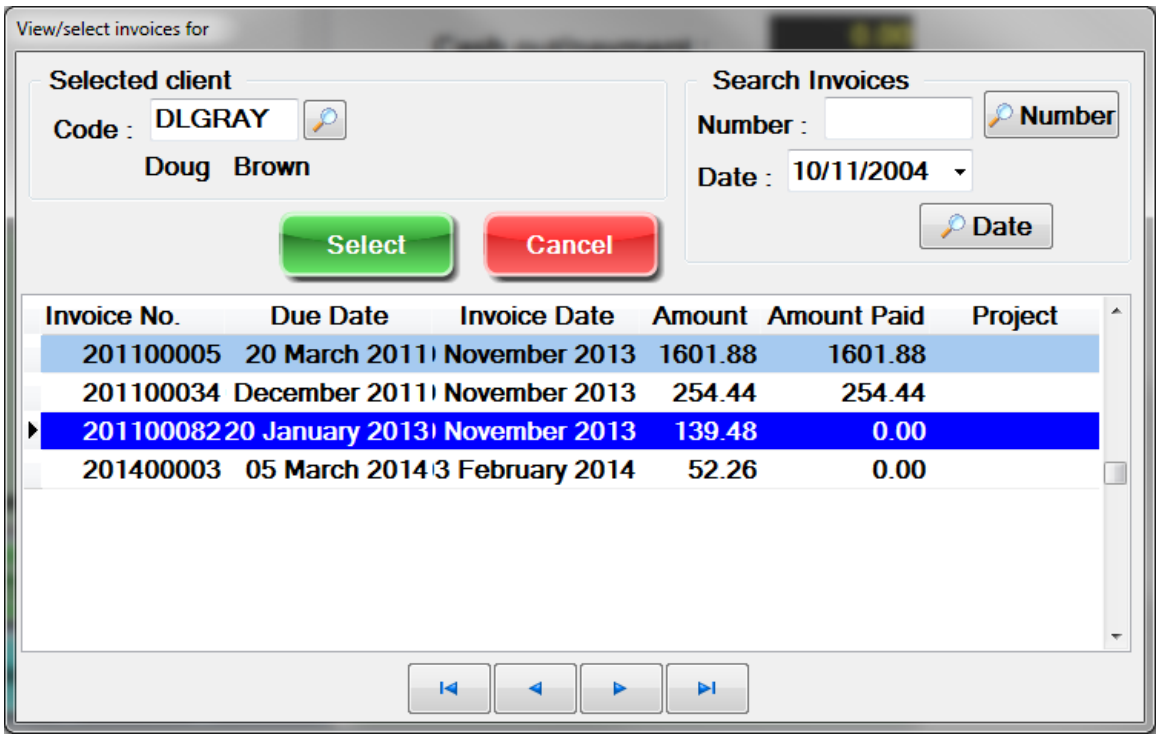
If the customer has provided evidence they are exempt GST click **Tax Exempt** prior to entering anything for them. Sales return to the default setting once the sale is finished.

Invoice payments

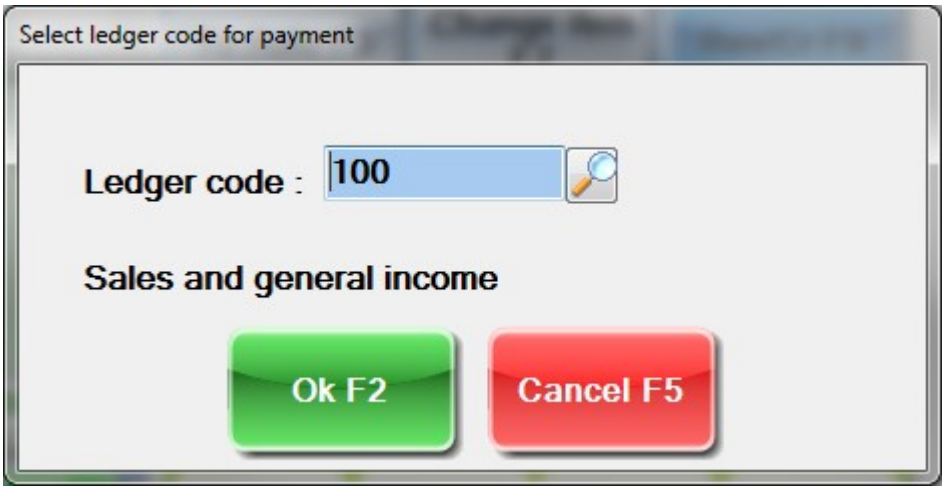
- To enter customer payments for an existing (billed) invoice. First select the customer the payment is for by clicking Client and selecting the customer from the list. The customer's name is placed in the green field at the top of the POS form. The **Stock list** button changes to **Invoice list**. Then click the **Invoice payment** button.



- **Item code** changes to **Invoice**. Enter the invoice number or select it from the client's invoice list. This list shows all invoices the client has against them. It also shows whether any payment has been made.



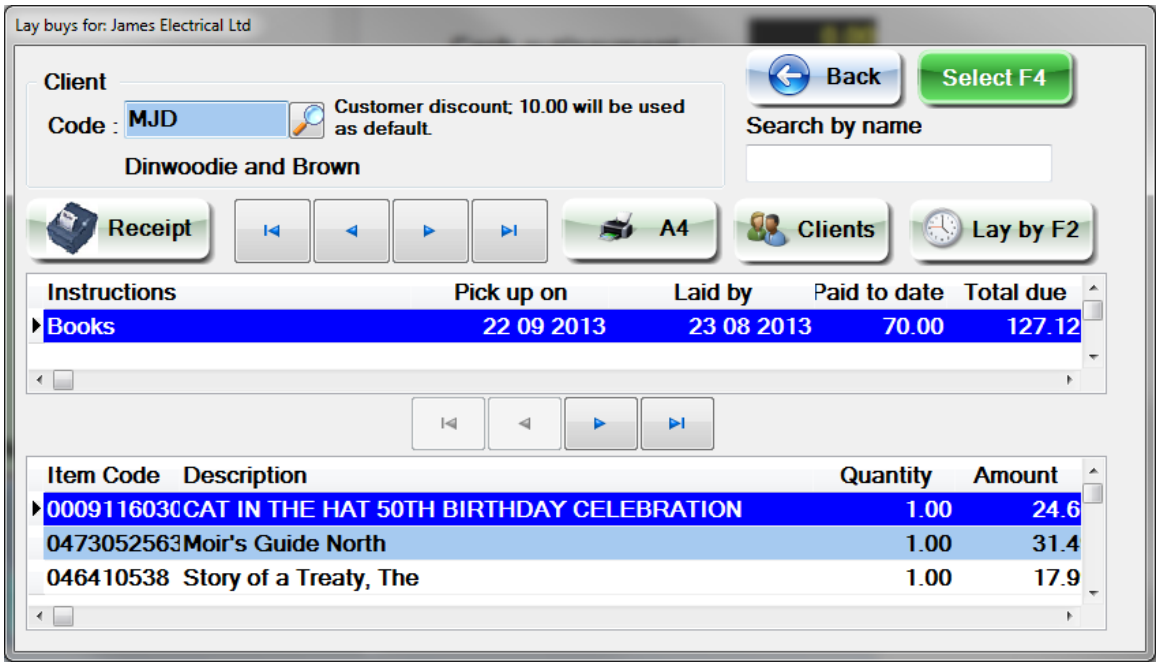
- The POS changes to manual mode when you click **Invoice Payment**. It switches back to auto mode when you click **Accept**.
- The full amount due on the invoice is placed in the **Payment** field. You may enter less than is owed. In that case the next payment defaults to the new balance due.
- If you don't know the invoice click the **Invoice list** button. This activates a form that allows you to find invoices by client.
- Click **Accept**. The following form activates:



- Click Ok if the ledger code is correct. The code defaults to the last one used. Change it if you need to.
- Click the appropriate **Process.....** button. The payments form activates.

Lay bys processing

- Lay bys must be for regular customers. That is, you must create a customer record to attach any lay by(s) to.
- To activate the lay bys form click the Lay bys button on the POS form. The lay bys maintenance form activates. You can also create new customers from this form.
- Once you created the required customer(s) select the customer the lay by is for. If the customer has a regular discount that will be displayed on the form. The discount IS NOT automatically applied to lay by items. You need to apply it if you wish to.
- To create, or record payments, for lay bys click **Lay bys** on the POS. The lay bys form displays and click the **Select** button.



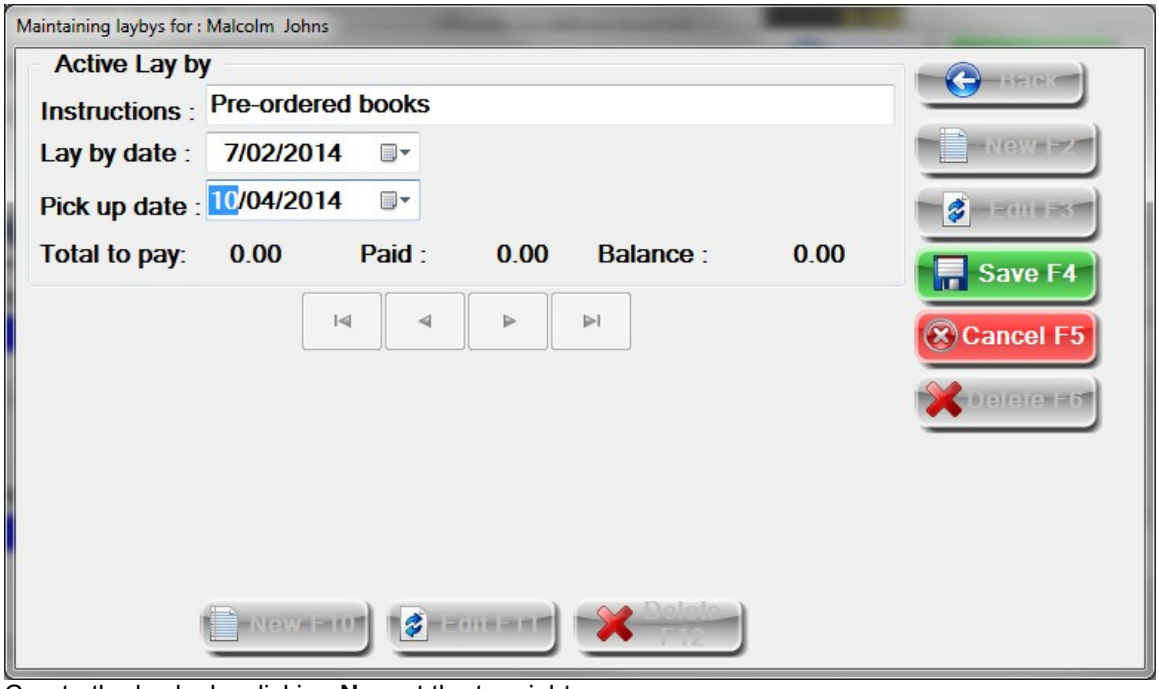
Use this form to record lay bys for clients. To enter a lay by first create a client record. Click the **Clients** button to do this.

Once the client has been created make sure their code and full name display in the **Active Client** panel. You may now create, change, or delete, lay bys. If you intend to complete the sale of the lay by items click the **Lay by** button on the POS sales tab. And then click the **Select** button.

Note the form displays all lay bys for the active client, and the details of the currently selected lay by. Lay bys can have multiple items. You can release individual items and enter partial payments. Final release can only occur when the client has paid the total balance due.

To print a list of the lay by items click the either the Receipt or A4 button. If you click the A4 button the lay by list is shown in preview mode. You need to switch to the required A4 printer to make sure it prints on that printer.

To create a new lay by click **Lay by** then **New**.



Create the lay by by clicking **New** at the top right.

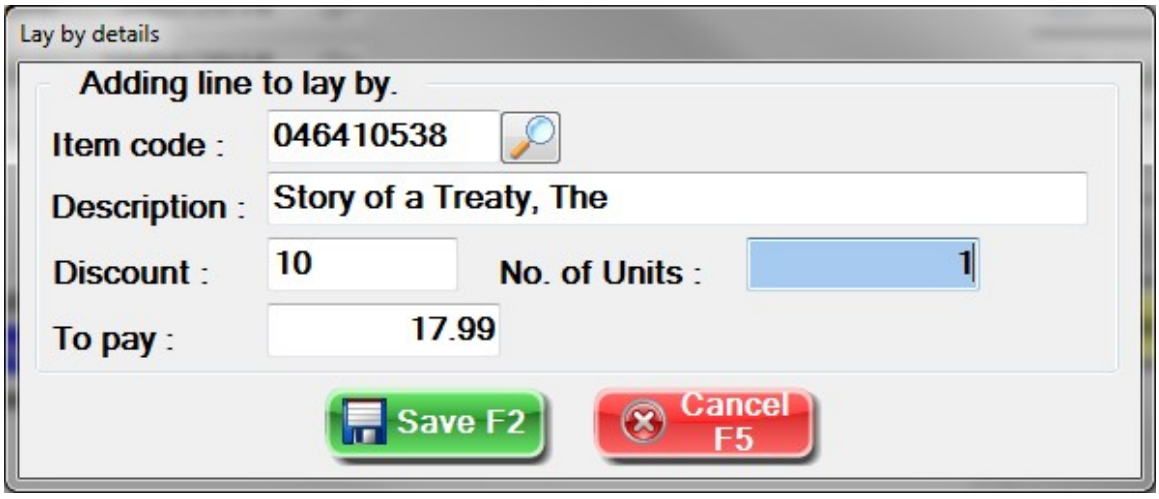
Instructions are optional. If the client has multiple lay bys it helps to enter something to identify the lay by. The instructions print on the top of the lay bys list.

The Lay by date defaults to today's date and the pick up date to today plus 30 days.

The amount paid, and due, are calculated as you enter payments and items for the lay by.

To maintain lay by items click New, or Edit, at the bottom of the form.

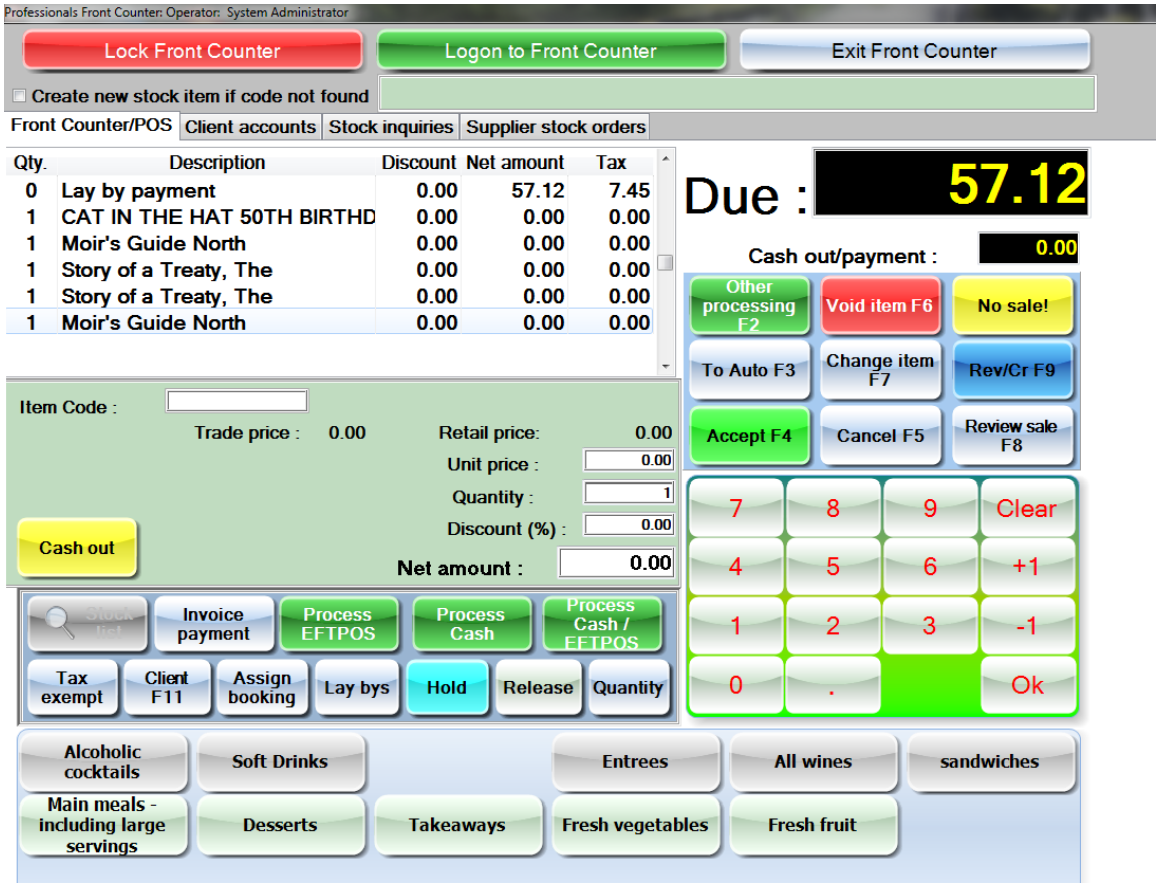
The following form opens:



The item must be in the inventory. To create a lay by with multiple items select them individually. You may enter as many inventory items as you wish.

- To select a lay by for payment click **Select**. The following form activates:

- Enter the amount to pay. You can enter a partial payment. The payment amount always defaults to the balance owing. When you enter a complete payment the lay by can be completed because the **Release lay by and update inventory** box is checked and active.
- The above example shows that, if the amount shown in **Payment amount** is paid, the lay by will be paid off.
- Click Save. You are returned to the POS with the sales items filled out as below.



- An entry is added to the docket list with a code of LAYBY and a description of “Lay by payment”. The lay by items are included – with a net price, each, of 0.00 as they have been paid for by way of payments for the lay by. As above.

Releasing and paying for laybys:

Click Lay bys on the POS page.

When making up the sale enter the amount of payment by clicking the **Select** button in the main lay by form. The total paid, to date, is included in the lay by display.

The Select form always defaults to the balance owing. If the amount to pay, and the amount being paid don't equal the total value of the lay by it cannot be released. Until the lay by is released the inventory level is not adjusted. Once the lay by has been paid for all items are added to the sales record. Only the lay by payment has a sales amount. The items are printed with "Lay by item" added to their description on the receipt.

The lay by payment is given a code LAYBY in FC. Multiple partial payments can be made. If the total layby has been paid for the layby can be released and the inventory updated.

Note the **To pay** amount is 0.00 and the **Release lay by and update inventory** box is checked. When this box is checked the inventory is drawn down. Leave it as the default unless you have a very good reason not to. At the same time the lay by is cleared.

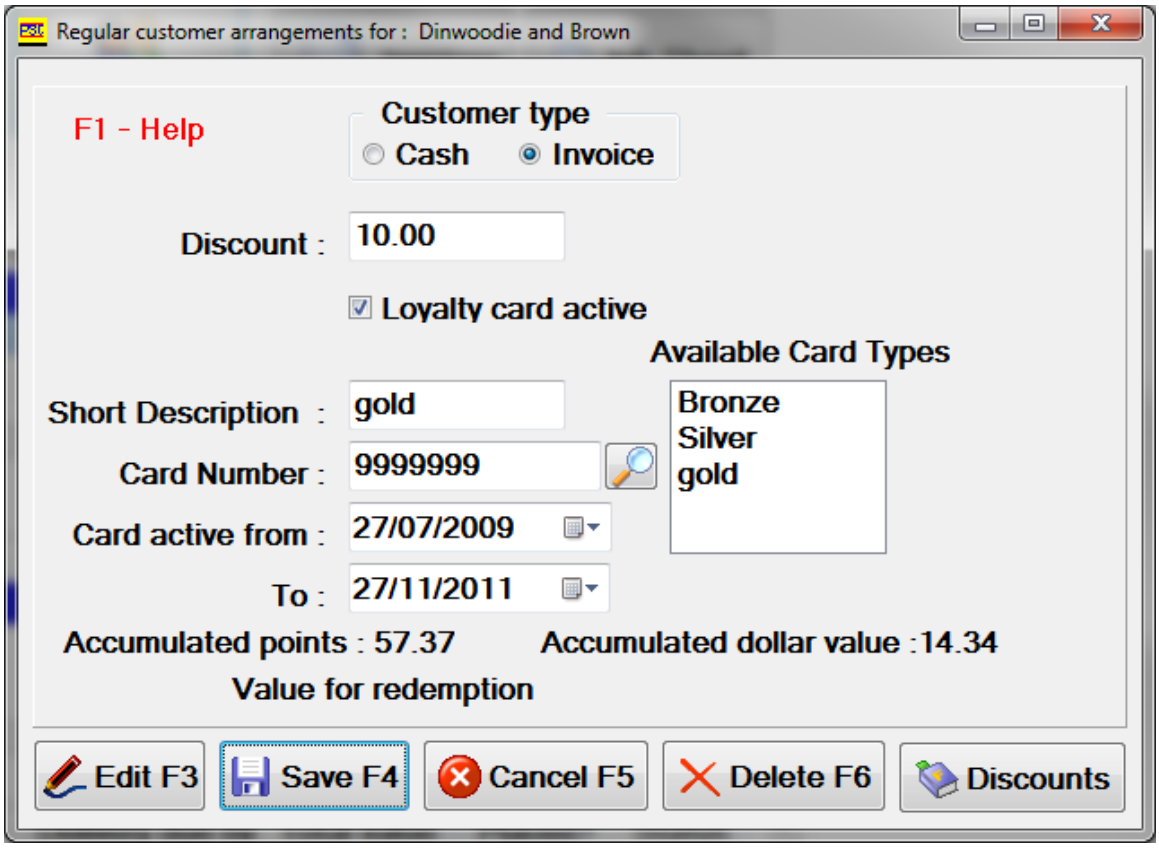
Regular customers

Front Counter enables you to manage regular customer sales. You may:

1. Set up an automatic discount for them.
2. Define the customer as a cash only, or invoice customer. This provides a warning to the cashier if the customer requests credit.
3. Build invoices from Front Counter sales.

Regular customers can also have lay bys, orders and loyalty cards.

To modify the customer's sales setting click the **Sales** button on the Client Maintenance form. The following form displays:



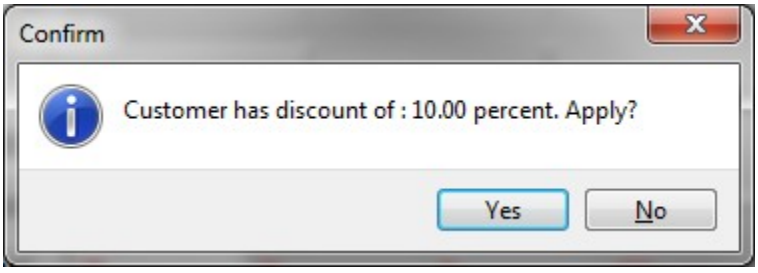
- The customer is an invoice customer.
- They have s discount of 10 percent.
- They have a loyalty card (gold) and have accumulated some points through sales.

Alternatively you may activate this for the active client on the Client Accounts page of the full service POS by clicking **Loyalty**.

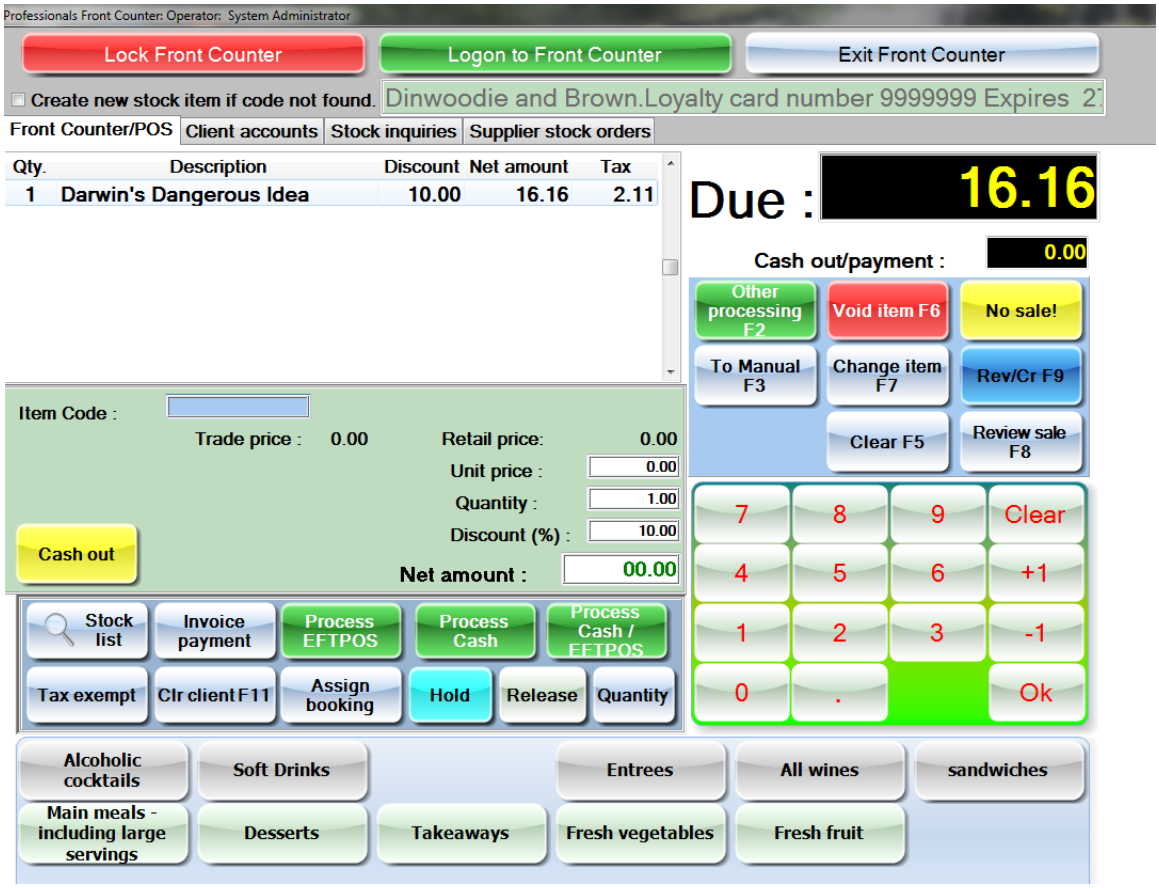
Discount is always optional when carrying out sales. If the customer has discounts enabled, and you select them by clicking **Client** and and selecting a client, you are given the option of applying discounts for the rest of their sales. You can also clear the discount for any one sale item. To do so go to manual mode prior to swiping the item's bar code or clicking the stock line buttons.

If you enter the discount field, and don't have administrator's rights, you need to get someone who has to authorise the discount.

When a customer with discount enabled is selected the following form appears:



The POS appears as follows when a customer has a discount and a loyalty card.

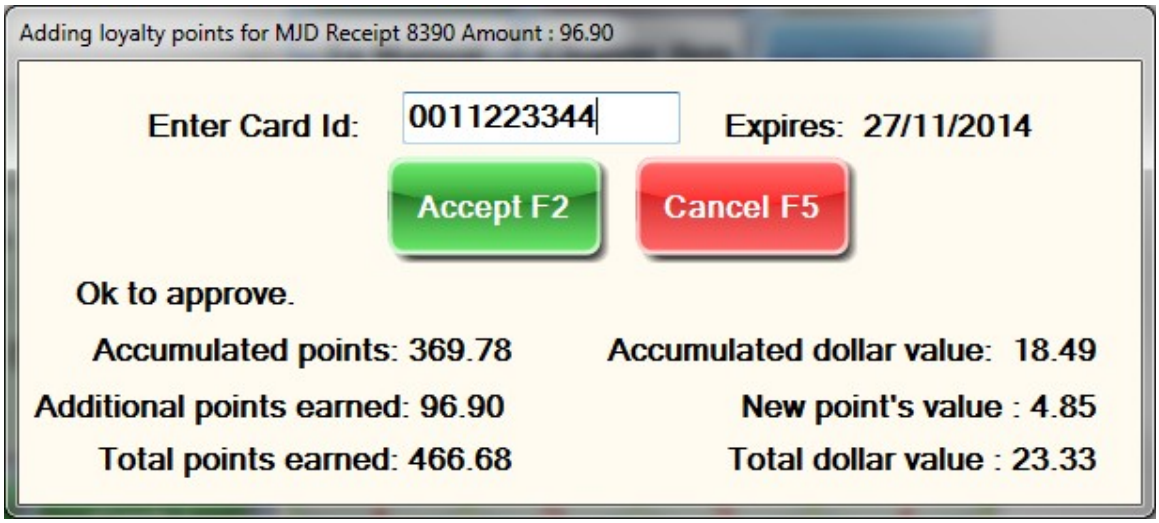


The above customer is an invoice customer, with a discount of 10% and a current loyalty card.

Sales will be completed with a 10 percent discount. That includes bucket items if the item is not one of the multiple. Otherwise the bucket pricing is allocated.

When **Process....** is clicked the POS page is reset to “Normal”. That is, the client field is cleared and the discount is set back to zero.

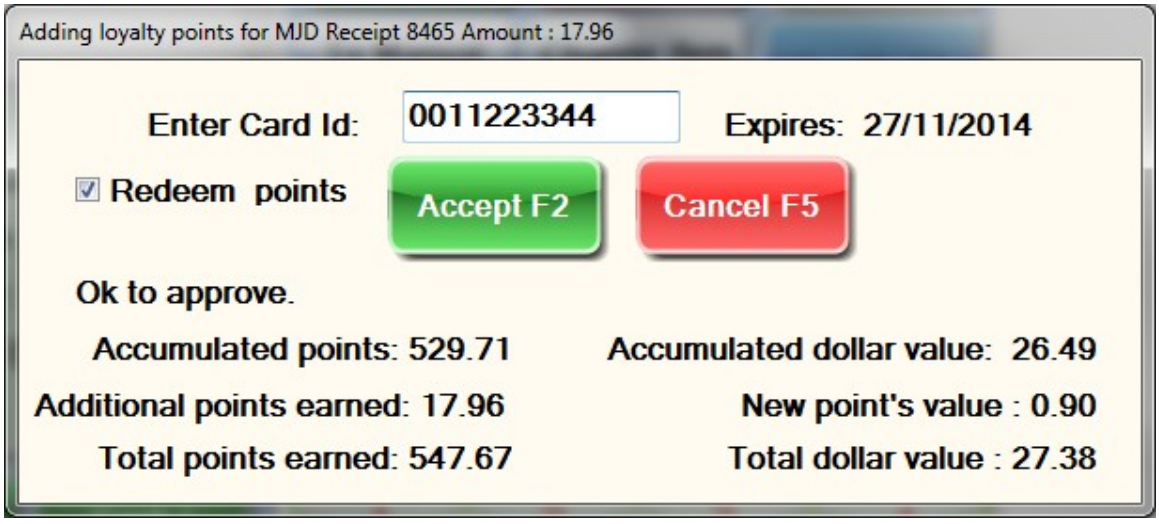
If the client has an active loyalty card clicking Process..... results in the following form activating:



Enter the card id. If you are using EAN8 bar codes you can swipe it. When the card expires, the accumulated points and additional points earned from the current sale are zeroed. In the case above the points to a value of $23.33. That means when they next come in, and assuming the sale value is less than, or equal to, the value of the points accumulated they will be able to have a full redemption.

The cashier must enter the card id. This can be swiped if a bar code is used. In that case the bar code must be EAN8.

If the total value of the accumulated points, plus the new points, exceeds the value of the item being purchased the points may be redeemed. In that case the loyalty card summary looks like the following.



Check the box **"Redeem points"**. It is only visible if the points value exceeds the value of the item being purchased. If you check it the sale is completed with a sale type of LOYALTY. The payment processing form doesn't activate.

Client Accounts

This page provides an overview of the displayed client's situation, including any invoices,

payments and stock orders. You may create new invoices and record payments (if they are not included in the till takings).

The Payments made list displays payments for the currently highlighted invoice.

You can use this tab to check that the customer is acceptable as a credit risk if they haven't purchased anything for a while as it displays their entire credit history

To generate a one-off invoice click **Invoices**. This opens the invoices form.

To check for, and record (if not using the POS page), client payments click the **Payments** button. This opens the client payments form. Recording a payment here means no record is kept of the payment in sales. Add such payments to a deposit in **Bank Transactions** as a detail transaction.

To print a single job sheet click **job sheet**. You may print blank sheets or ones that include details of an existing client. The job sheet can be used to describe what the customer wants done.

Click **Registration** to maintain things like rentals, warranties, any other arrangements you may have with the customer that are time-dependent.

To maintain loyalty card rules click **Loyalty Rules**.

To maintain, and release, lay bys click **Laybys**.

To find out what orders are due, or overdue, for delivery click **Delivery**. Enter the date range the deliveries are due within and preview the report.

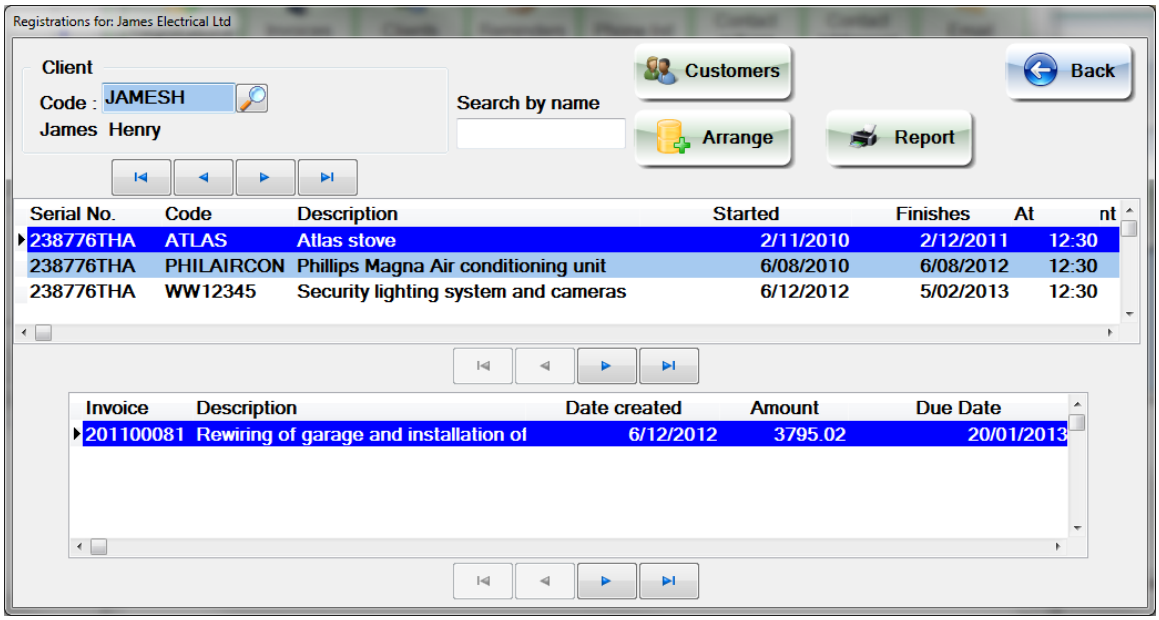
Record client lay bys by clicking the **Lay bys** button. A client must exist before entering the lay by. Clients can be created from within the Lay bys form. To do so click **Clients** on the form.

See above for details on managing lay bys.

Warranties/Registrations – also known as arrangements

Arrangements may be recorded by clicking the **Registration** button on the Client Accounts tab or going to Contacts Management.

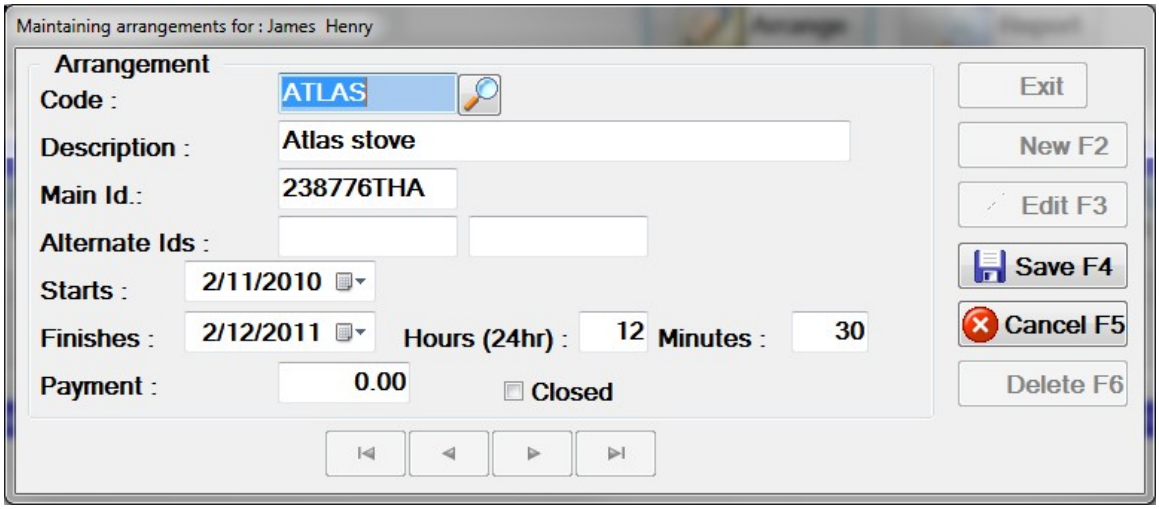
If the customer does not have a client record create one. To find existing arrangements click the **Registrations** button.


Registrations for: James Electrical Ltd
Client
Code : JAMESH
James Henry
Search by name
Customers
Arrange
Report
Back
Serial No. Code Description Started Finishes At nt
238776THA ATLAS Atlas stove 2/11/2010 2/12/2011 12:30
238776THA PHILAIRCON Phillips Magna Air conditioning unit 6/08/2010 6/08/2012 12:30
238776THA WW12345 Security lighting system and cameras 6/12/2012 5/02/2013 12:30
Invoice Description Date created Amount Due Date
201100081 Rewiring of garage and installation of 6/12/2012 3795.02 20/01/2013

This form displays any arrangements and existing invoices the client has. The invoice may relate to the arrangement. The intention is to provide one point of access to enable verification of registration.

The form displays any arrangement(s) the customer may have. As well as the invoices that may have given rise to that arrangement.

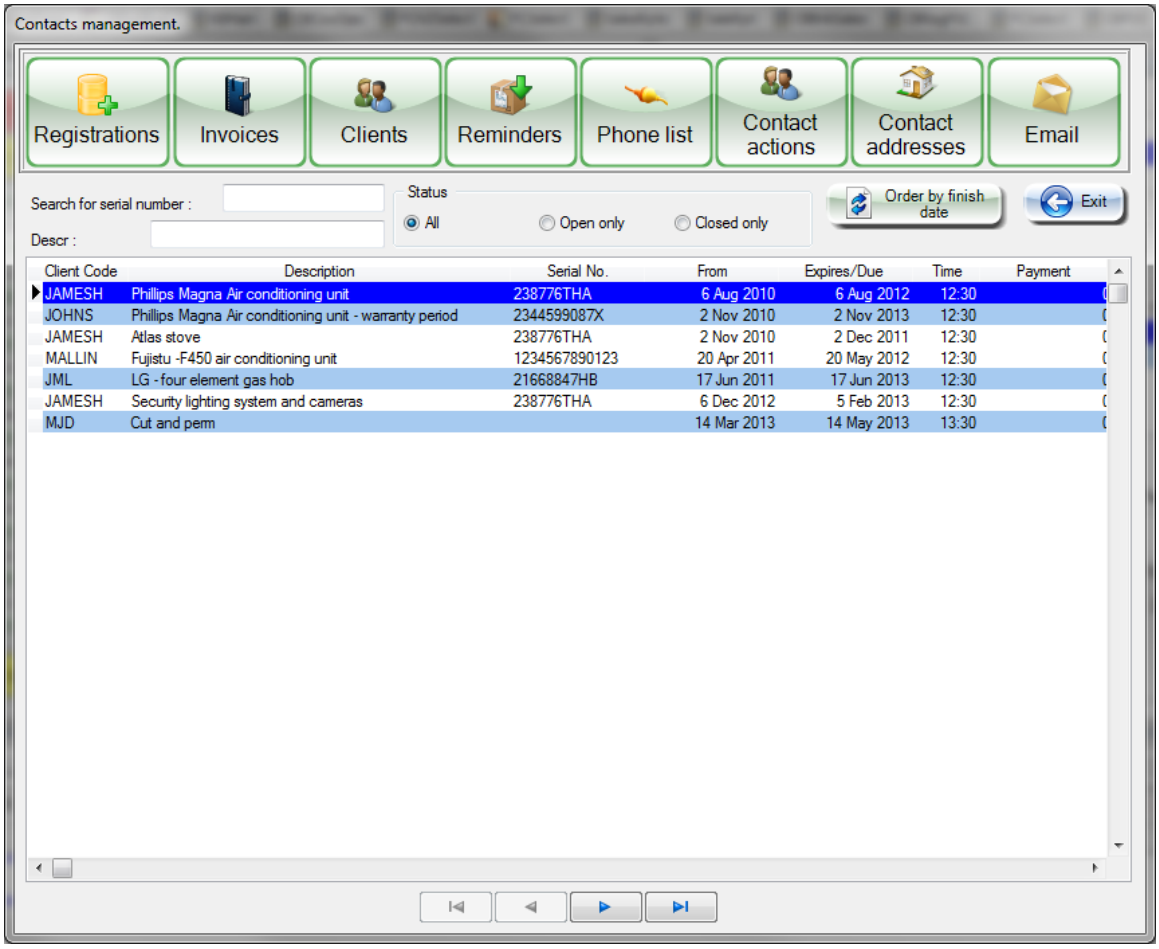
To maintain arrangements click **Arrange**. The following form displays:



- Optionally select the item **Code** from the inventory. You can skip this step and enter a one-off description.
- The description is the same as the inventory item. It can be changed.
- Enter a **Main id** and, optionally, two alternate ids. These provide a means of identifying units that have separate serial numbers.
- Enter the date the arrangement starts.
- Enter the date and the time (in hours and minutes) when it finishes. This can be the same day as it starts.

- Enter any payment for an extended warranty or bond.

Once the arrangement is complete it is available in the registration list that can be used by help desk staff. As follows:


Contacts management.
Registrations
Invoices
Clients
Reminders
Phone list
Contact actions
Contact addresses
Email
Search for serial number :
Descr :
Status
All
Open only
Closed only
Order by finish date
Exit
Client Code
Description
Serial No.
From
Expires/Due
Time
Payment
JAMESH Phillips Magna Air conditioning unit 238776THA 6 Aug 2010 6 Aug 2012 12:30
JOHNS Phillips Magna Air conditioning unit - warranty period 2344599087X 2 Nov 2010 2 Nov 2013 12:30
JAMESH Atlas stove 238776THA 2 Nov 2010 2 Dec 2011 12:30
MALLIN Fujistu -F450 air conditioning unit 1234567890123 20 Apr 2011 20 May 2012 12:30
JML LG - four element gas hob 21668847HB 17 Jun 2011 17 Jun 2013 12:30
JAMESH Security lighting system and cameras 238776THA 6 Dec 2012 5 Feb 2013 12:30
MJD Cut and perm 14 Mar 2013 14 May 2013 13:30

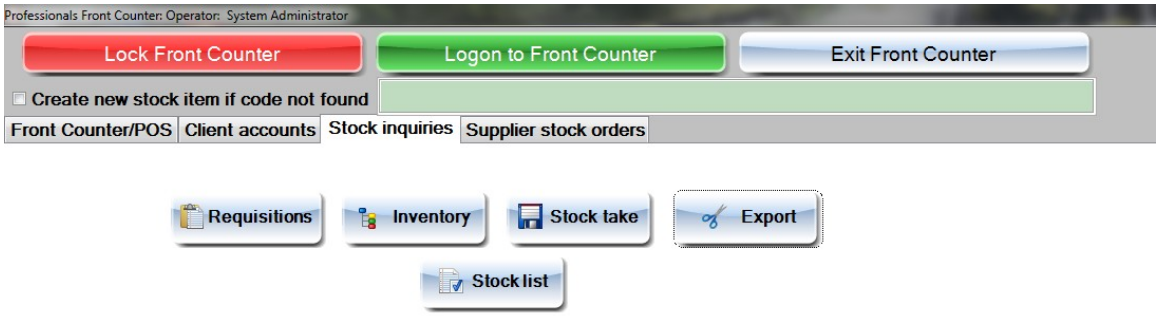
When a customer contacts you it is assumed they have the serial number. To check for warranties due to expire click the **Order by finish date.**

Once the warranty has expired close or delete it in the warranty maintenance form. Or, alternatively, send them a reminder notice so you can increase the chances of repeat business. The registrations list can be set to display only open, closed, or all arrangements.

This form is also the main contacts management form.

Stock Inquiries

To maintain stock orders or find out if an item is on order go to the Supplier stock orders tab in Front Counter.



To maintain stock requisitions click **Requisitions**. This activates the requisitions form. Requisitions are for when one part of your business takes stock out of the inventory but doesn't sell it immediately. For example it may be held in a service van or used for demo purposes. You may wish to know where such items are. If the item is sold the inventory is drawn down by the invoice, or cash sale, created to record that sale.

Maintain stock click **Inventory**. This activates the inventory management form. Inventory management allows you to set up sales displays and specials for stock items.

If carrying out a stock take click **Stock take**. Stock takes can be carried out by dividing them into stock lines. This can help make it easier to carry out if you have a large inventory.

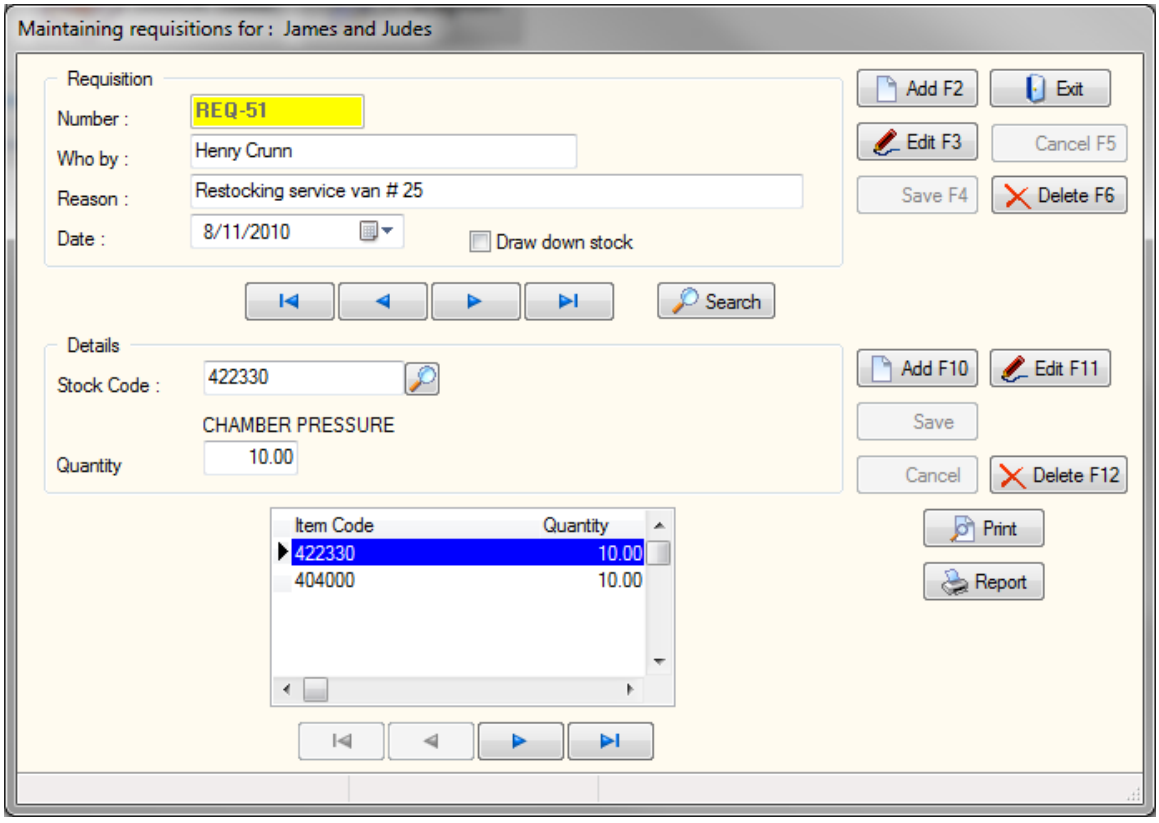
To create an export file of the entire inventory in Comma delimited (Excel - CSV) format click **Export**. If you create such a file it can be imported again using the stock inventory Update process. Be aware that Excel often puts new characters into files if you save them as something other than the original format.

To check whether an item is in stock, and its price, click **List.**

Requisitions

Use stock requisitions when stock is removed from the inventory for internal purposes. For example if you run a service business and hold stock in vans. If this is done make sure you don't include that stock as part of a detailed line on any invoices created by the service staff if **Draw down stock** is checked when creating the requisition. If you do the stock will be drawn down twice and as a result stock levels will be wildly inaccurate.

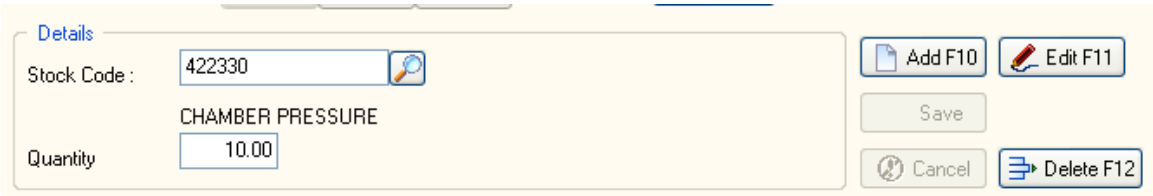
The requisitions form is as follows:



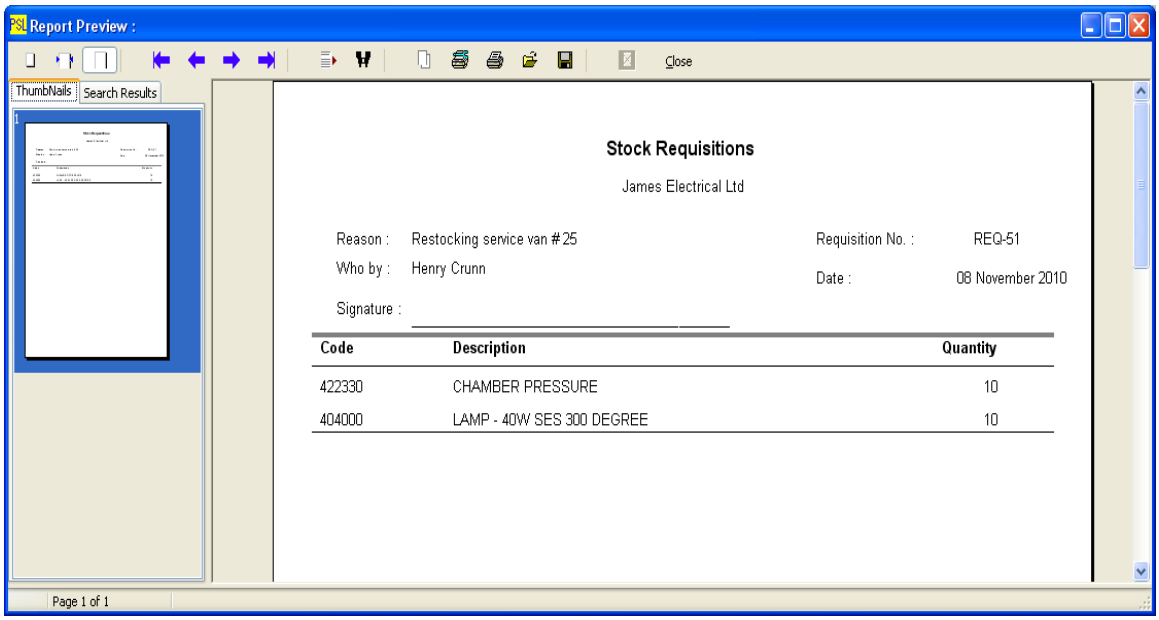
Requisition items must exist in the inventory.

- To add a new requisition click **Add (F2).**
- **T**he number is created automatically.
- Enter the name of the person requisitioning the stock. Depending on your internal policies they may need to sign the requisition form.
- Enter the **reason**.
- Enter the **date**.
- If stock is to be drawn down check **Draw down stock**. If the item is to be included on the invoice don't check the box. In that case the requisition is purely for information purposes.
- Click Save.
- Details become visible.

To enter details



- Click **Add (F10)**.
- Select/enter the stock item's code or bar code.
- Enter the **quantity** being requisitioned.
- Click **Save.**
- If written authorization is required click **Print** and sign the form.



To find out what requisitions have been completed click Report. Select the dates and then click either Preview or Print.

Supplier Stock Orders

Access to the inventory allows cashiers to print price labels.

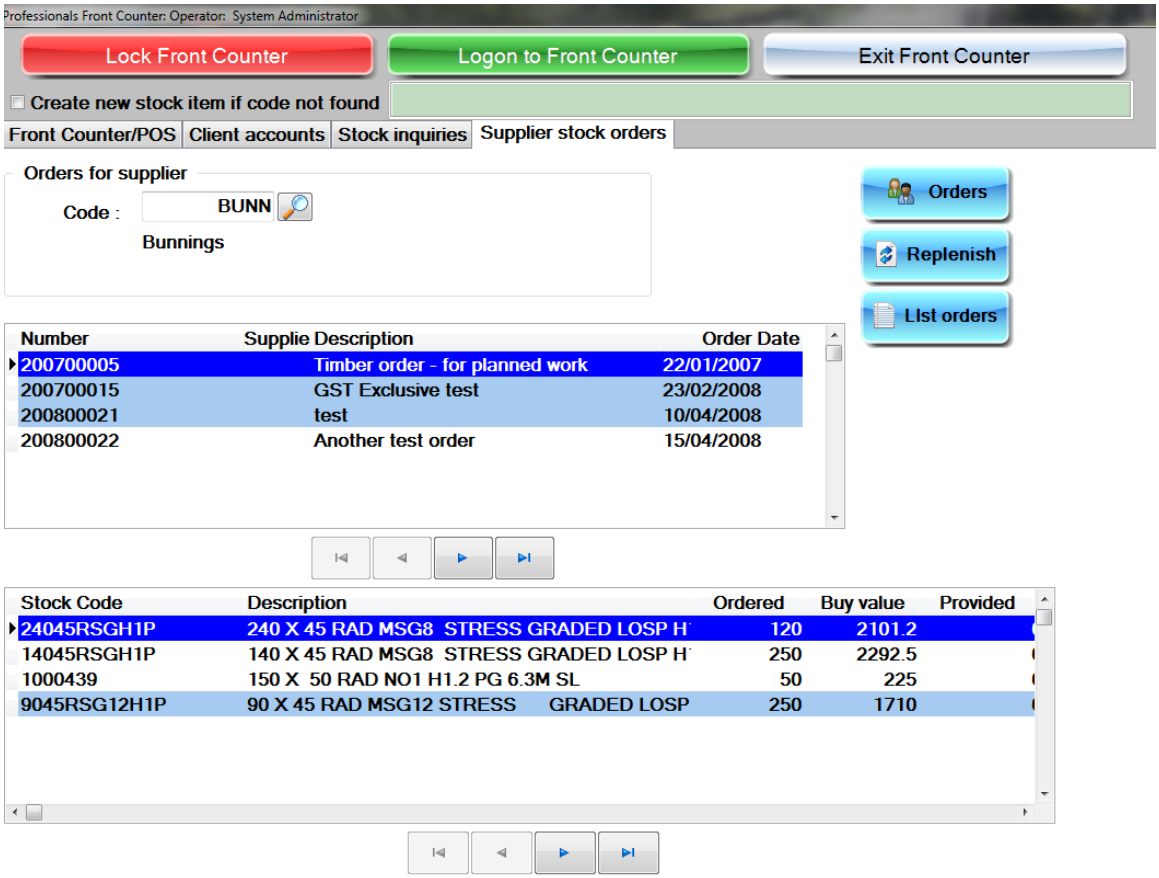
To maintain stock requisitions click **Requisitions**. This activates the requisitions form

To maintain stock click **Inventory**. This activates the inventory maintenance form. Inventory maintenance allows you to set up sales displays and specials for stock items.

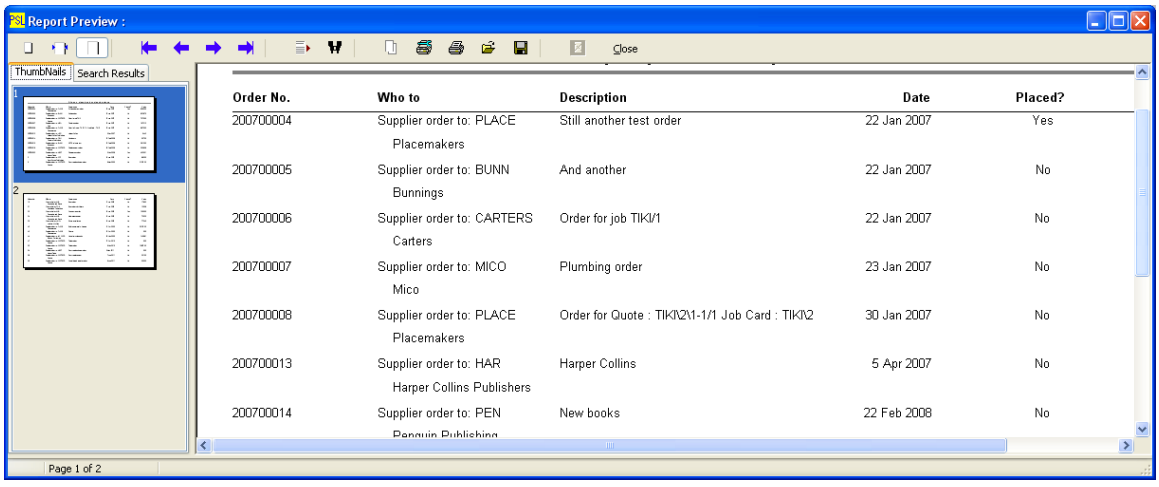
If carrying out a stock take click **Stock take**.

To create an export file of the entire inventory in Comma delimited (Excel - CSV) format click **Export**. If you create such a file it can be imported again using the stock inventory Update process. Be aware that Excel often puts new characters into files if you save them as something other than the original format.

To list, and search for, inventory items click List.



To list orders, and their status, click List. If you have a large number of orders the list can be fairly long.



Click Orders to maintain orders for all suppliers.

New orders can be created, and old ones maintained. See Stock for more detail about stock orders.

To produce client orders use the Client Accounts page.

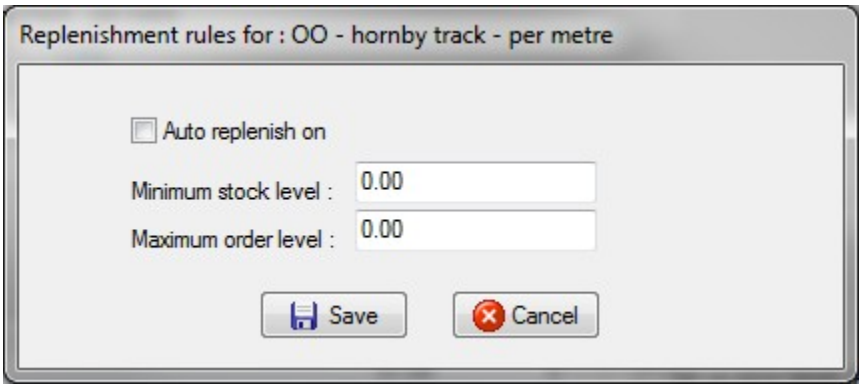
You can generate stock replenishment for those items set up for it.

You can list all open orders – click **List.**

To include an item in a supplier stock order include the relevant supplier code as part of the item's inventory entry.

Stock Replenishment

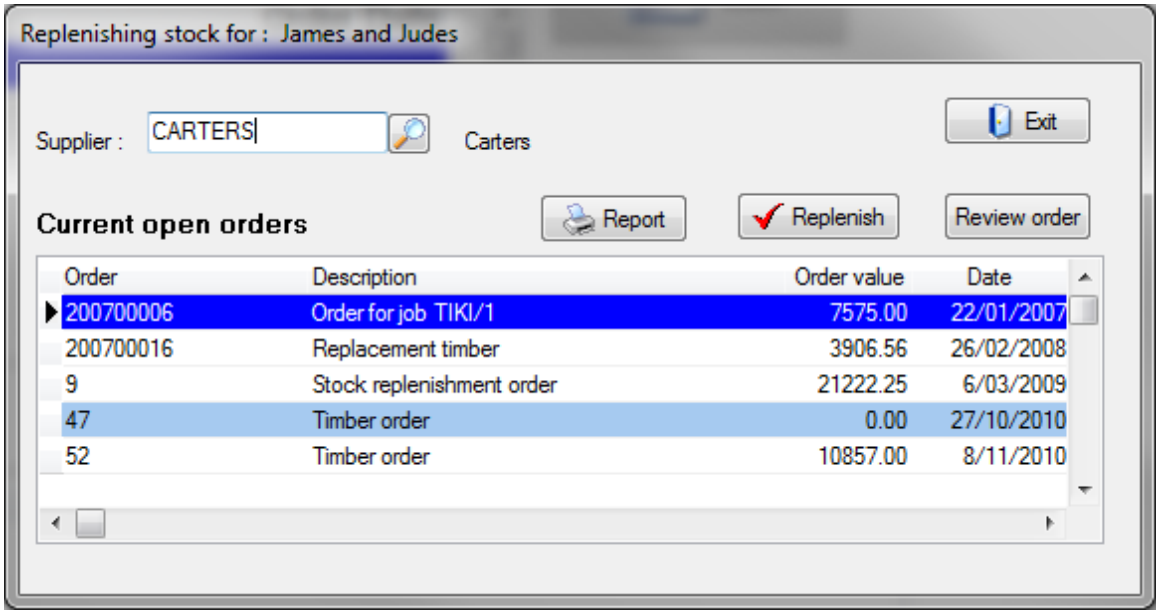
To enable stock replenishment you need to set replenishment on for each stock item. Set the level it is activated at, and the minimum standard order level. To do so click **Replenishing** in the inventory form. The following form displays:



- Check **Auto replenish on** if the item is to be replenished. To stop including this item in replenishment orders uncheck it.
- Enter the **minimum stock level** that will trigger an entry in the stock order. In the above example order processing will include this item when the stock drops to 10, or below.
- Enter the **minimum order level** to be included in the stock order. In the above example 1500 is the default amount each time this item is included in an order.

You can turn auto replenish off without having to change the stock and order levels. If stock items have been imported from a price list it is set to off. Turn it on for the items you want it active for.

When you click **Replenish** in the Stock Order page the following form displays.



If there are any open orders they display. The default is to add the additional stock to the selected open order. If no orders are open a new, open, order is created. Each time a supplier order is created in this way it has a description "Stock replenishment order". Note order 9 above

You can review orders and change the quantities ordered, or delete items you don't want to stock anymore. In that case it may be a good idea to turn off automatic replenishment for that item.

Select the supplier to place the order with. If that supplier has any open orders they display in the list. Whichever one is selected is the one the items are added to. If you don't want that to happen close all the existing orders. In that case a new order will be created.

End-of-day, Cashup/Banking

You must be logged on with administrator's rights to run this process.

Open this form from the Front Counter selection form. When first opened the date used to calculate the banking is today's date. Change the date if required. To carry out banking make sure:

1. No one is logged on to Front Counter or
2. The selected date is correct. Unless you are carrying out cash up for the previous day's takings.
3. If someone is logged on, exit Front Counter, and reenter. Cancel the logon. The sales page must not be active.

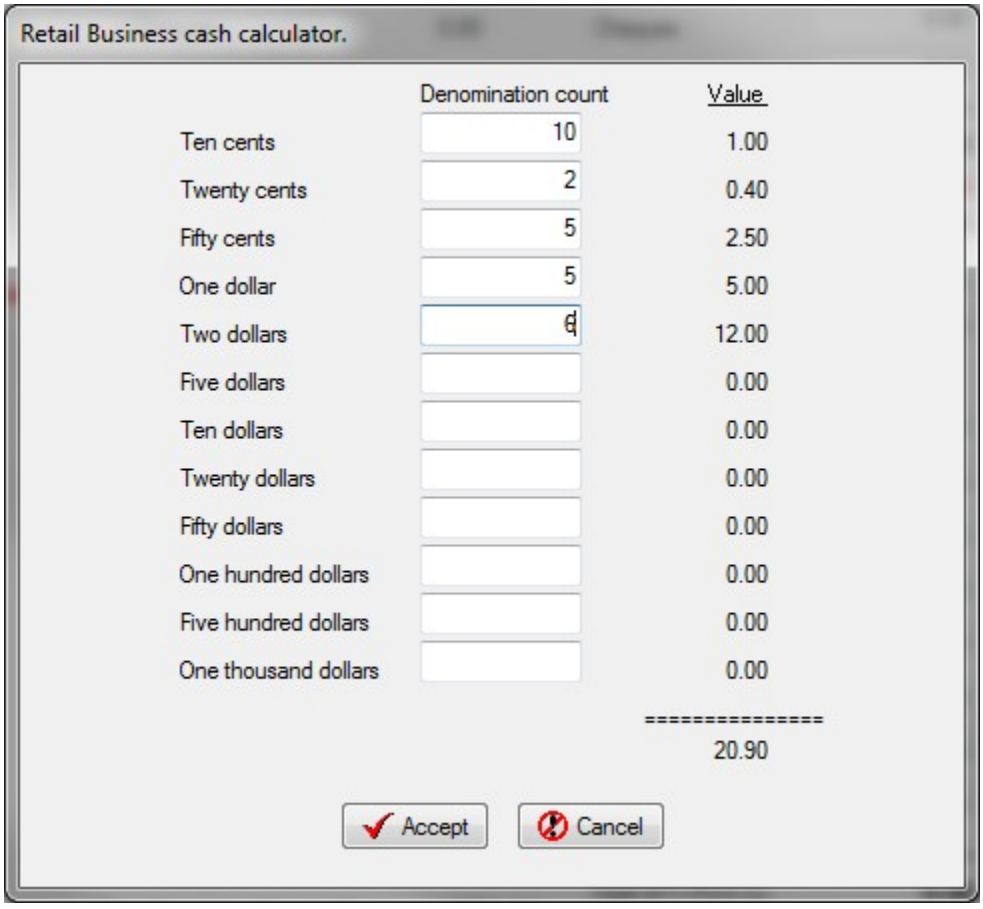
If you change the date click the **Calculate** button to obtain the amount to be banked.

The left-most column shows the totals based on sales completed by cashiers. The right hand column provides for check totals based on your calculations, and the totals from your EFTPOS provider.

If you leave the check totals at zero the entered amounts are used.

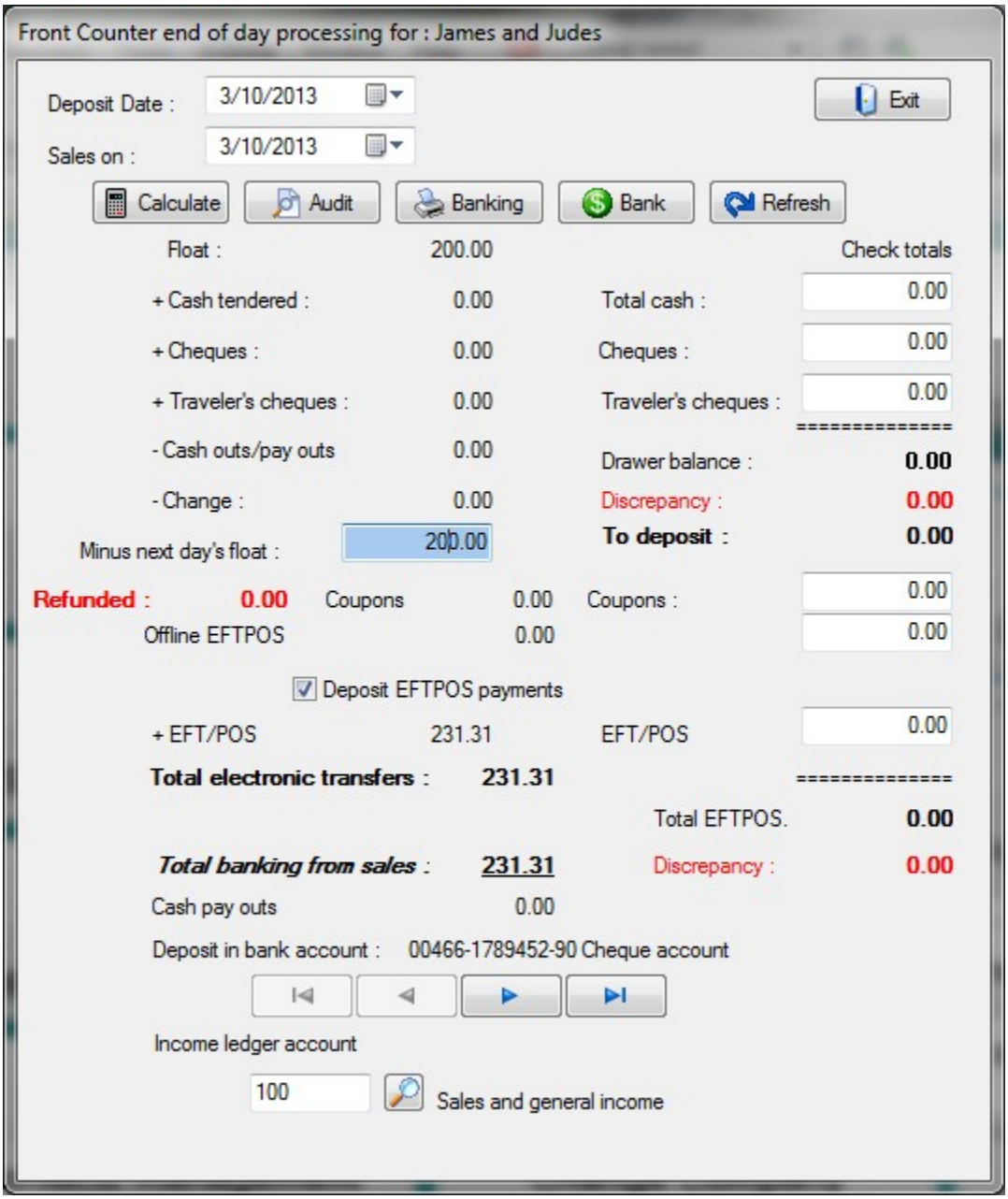
- Make sure the date is for the day the sales are for. If you change them click **Refresh** to refresh the totals.
- Enter the amount of money to be retained for next day's float into **Minus next day's float**.
- Enter the actual amount in the cash drawer(s) into the **Total cash** field

- To calculate the amount in the cash drawers click **Calculate**. The cash calculator will pop up. Enter the relevant denomination counts into the fields and click **Accept**. Include the float amount as part of the money in the drawer. It is subtracted when you click **Accept** – providing you have already entered the next day's float value. The total will be placed into **Total cash**. The example below has no discrepancy.



- Enter the actual amounts of any cheques, travelers cheques and electronic transactions into the relevant Check totals fields. The aim is to get the Discrepancy totals to zero.
- Compare the **To deposit** total with the **Drawer balance.** Any discrepancy is displayed. When you click Bank you will be given the option of banking the drawer balance rather than the **To deposit** amount.
- Optionally, using the EFTPOS sales report enter the recorded EFTPOS and credit card sales in the Check totals fields. This is purely for checking purposes. You may need to manually record these deposits if each is a separate bank transaction and has any fees so the net deposit is less than the total shown here. Note the amounts and enter the deposits once you have obtained the actual amounts from your bank – the transactions will be detailed – one line for the deposit, another for the relevant fees.
- To record a bank transaction of the EFTPOS sales check the box **"Bank EFTPOS sales"**. Once you know the amounts of the fees you can add that transaction to the existing bank transaction to get the net income from EFTPOS. If using integrated EFTPOS run the settlement cutover to get the total day's transactions and close off the current day.
- Select the bank the deposit is to be made in. If you don't have a bank record set up you can ignore this.
- Select the ledger account the income relates to.

- If required produce a detailed audit report (Audit) or a daily banking summary (Banking). The daily banking summary should have identical figures to the form
- Click Bank. The form is cleared. If the **Total deposit** is zero you will be told there was nothing to bank.
- Refunds and Coupons are for information purposes and, in the case of coupons, to make sure the values match.



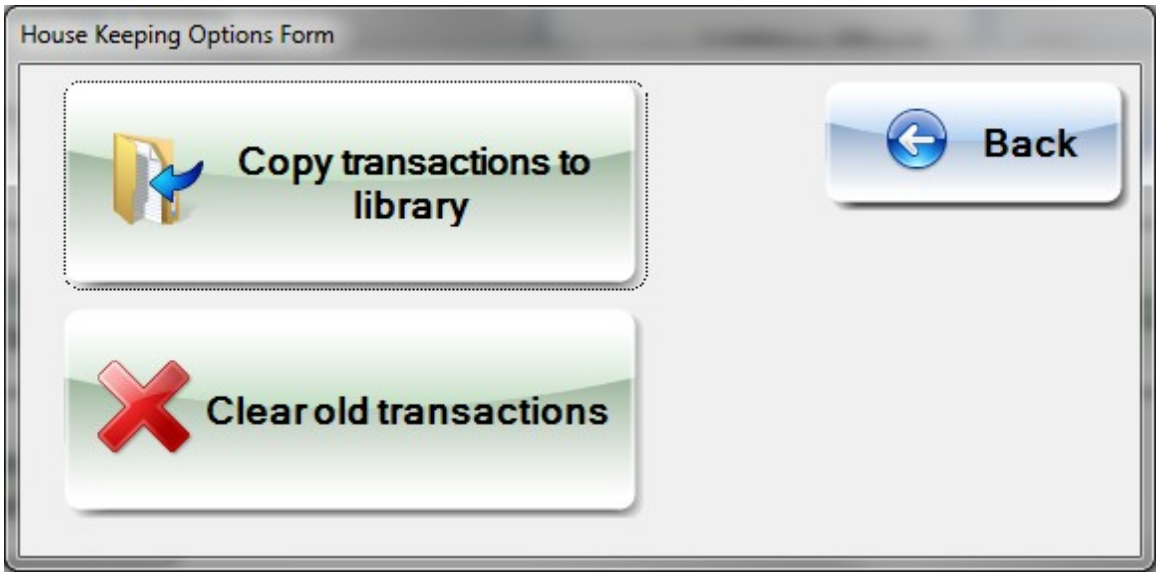
The form includes separate totals for EFTPOS and and offline EFTPOS sales. The EFTPOS total is banked if you check the Deposit EFTPOS payments button. The offline EFTPOS payments are for reconciliation purposes.

If you wish to validate the float balances against actual transactions click the **Audit** button.

If customer invoices were paid through Front Counter a detailed bank transaction is created that includes a payment record for each invoice and a single line for the cash (including cheques and traveller's cheques). Other wise the bank transaction is a simple one using the bank account selected at the bottom.

Housekeeping

Select **Housekeeping** on the Front Counter selection form.

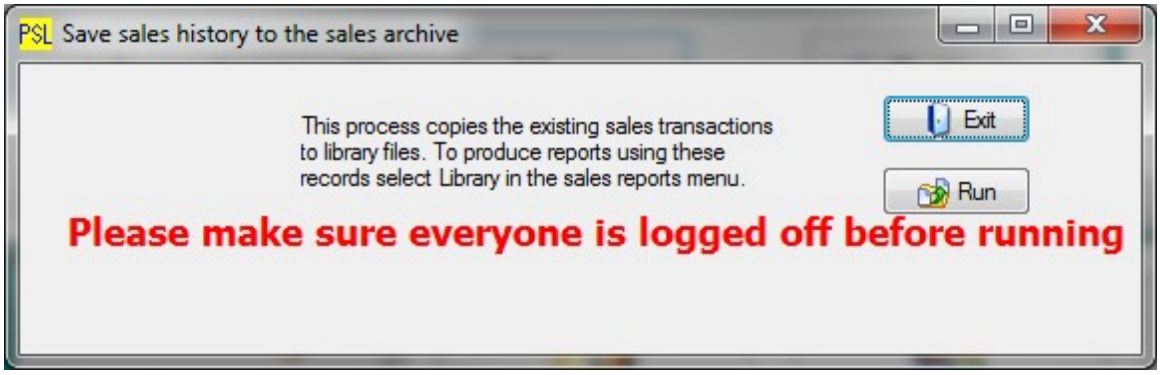


This menu provides two options:

1. Clear out sales records no longer needed. Running it periodically clears up space on the disk and, in a multi-user environment, increases response times.

Sales housekeeping for : James and Judes
This process clears all sales records created before, and on, the date selected. Make sure no one is using Front Counter before proceeding.
Clear sales records before :
20/12/2011
Proceed
Exit

2. To keep an extended history of client sales, copy them to a history library. The library is available from the sales reports menu. If you have a large number of transactions daily it may be a good idea to run this option at least once a week. Or monthly.

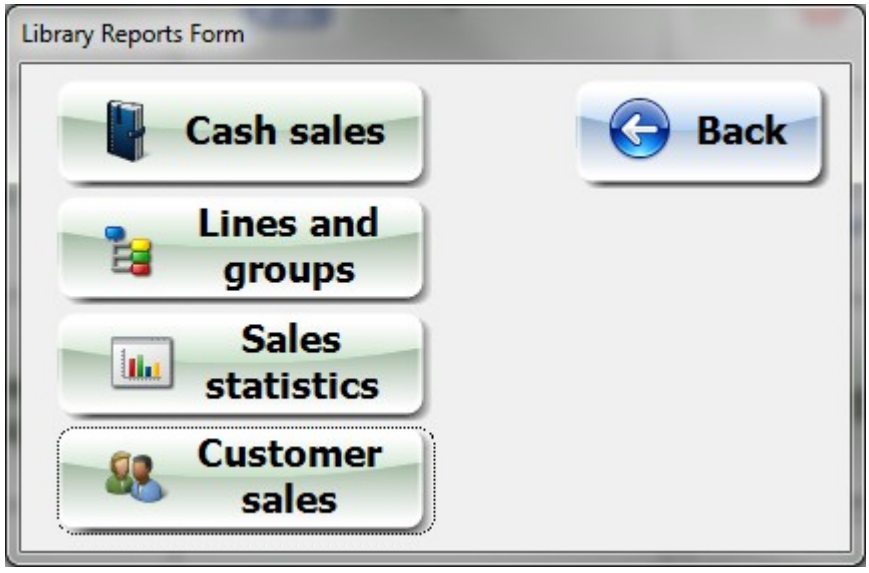

Save sales history to the sales archive
This process copies the existing sales transactions to library files. To produce reports using these records select Library in the sales reports menu.
Exit
Run
Please make sure everyone is logged off before running

Once the records have been cleared you cannot recover them unless you have a recent back up archive.

Warning – do not run either option unless everyone is off the system. If you have not run the copy transactions option for a long time the process could take a while. Up to 15 minutes for 15 megabytes.

The sales report menu includes a button to activate the library-based reports. These reports will be as complete as the date you last updated the library.

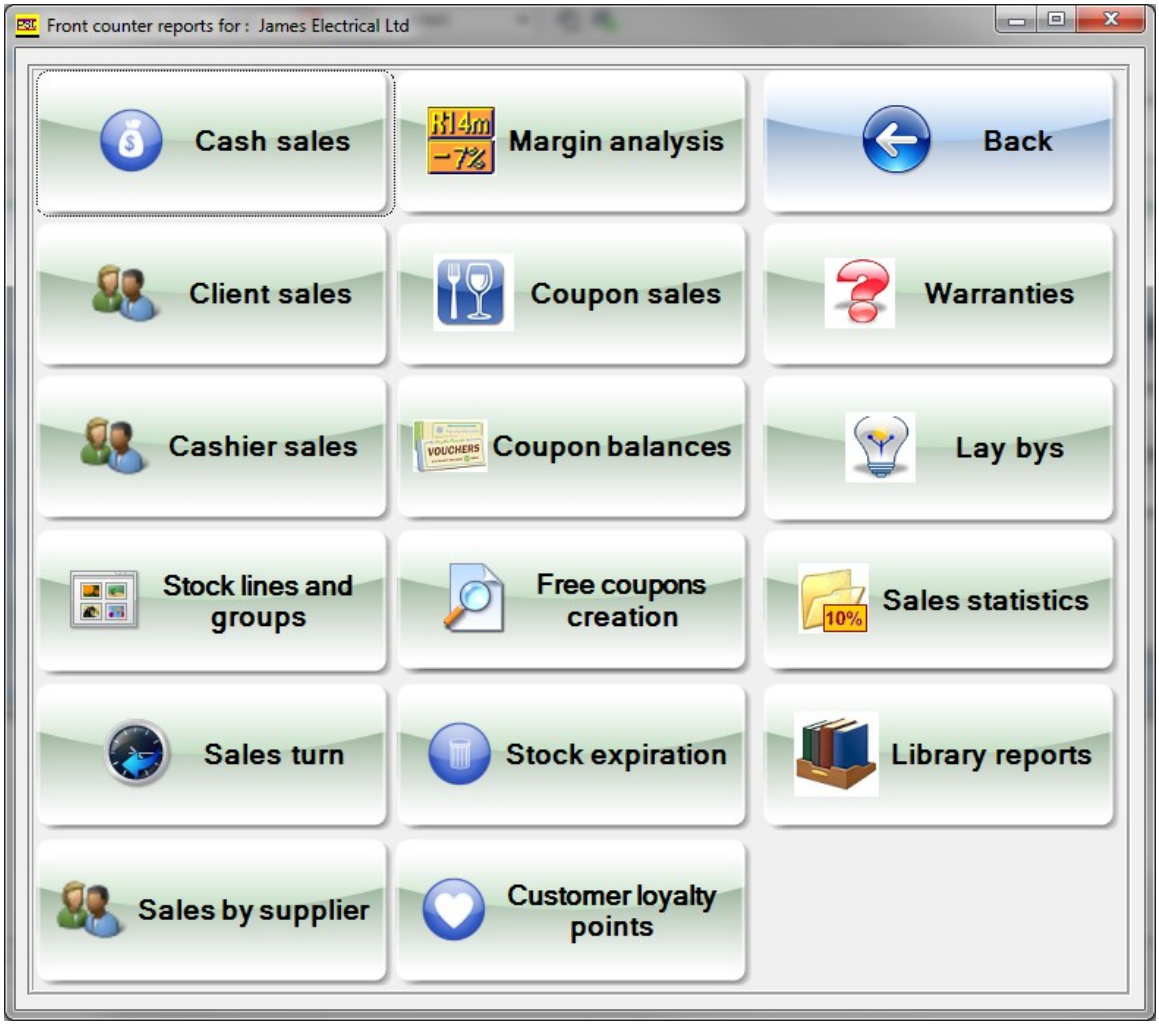
The library reports form is as follows:



Library reports are restricted to stock-related activity/sales only. Non-sales data is not copied into the library – for example warranties/arrangements, invoices, etc.

Sales reports

There are thirteen sales reports available. All reports provide for a selection based on client or inventory item, and by date. As a result there is an extensive range of information available.



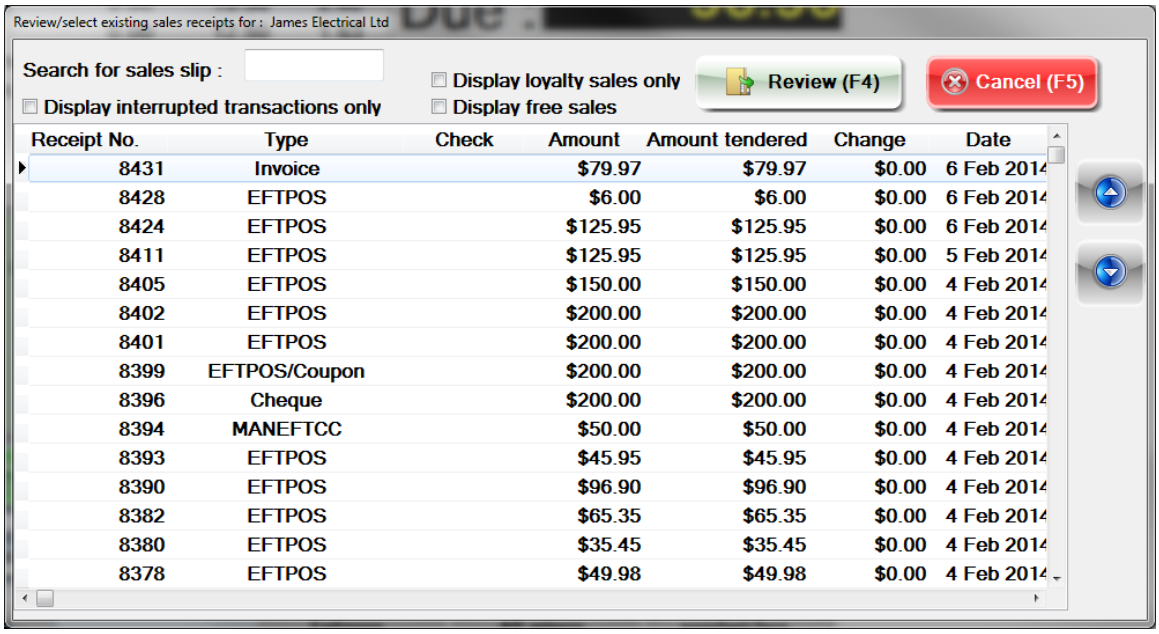
1. Warranties/registrations - by all, or selected, clients. Up to, or between, selected dates.
2. Cash sales - all, or selected, inventory items. Up to, or between, selected dates. This report is useful for assessing how popular any item was.
3. Margin analysis – this report calculates the margin on actual sales. It is based on an average sale price compared with the actual buy price of the items.
4. Sales to recorded customers - you need to create, and bill, invoices from the POS for this report to include any information. This report is for selected customers up to the selected date.
5. Cashiers – the value of sales by cashier. You can use this to assess performance pay if you have that arrangement. IN that case each cashier has to have their own logon.
6. Lay bys - by selected customers and pick up dates.
7. Sales statistics. This report prints the amount of sales for each item, the percentage of number of total sales, and the percentage of total sales value. It gives a good indication of whether it is worthwhile to continue stocking an item.
8. Lines and groups. The same as sales statistics but by lines and groups. You can use this to assess the success of any line and group-based sales.
9. Stock turn. This report requires that stock is ordered, and fulfilled, by using stock orders. It calculates an average duration based on stock orders for the relevant items made up within the period selected. If you regularly delete stock orders this report will be of no use.
10. Library-based reports. Library reports use data from archived sales records. To add to the archive select Housekeeping -> Copy transactions to library. This process must be run when no one else is using the system. The archived records are removed from the

live system. If you have a large number of transactions (15,000 a week or more) it is a good idea to run this monthly. Or even weekly.

Reviewing sales

To review existing sales records click the **Review (F8)** button. A reviewed sale may not be changed. The sales slip can be reprinted.

The review selection list appears as follows:


Review/select existing sales receipts for : James Electrical Ltd
Search for sales slip :
Display loyalty sales only
Review (F4)
Cancel (F5)
Display interrupted transactions only
Display free sales

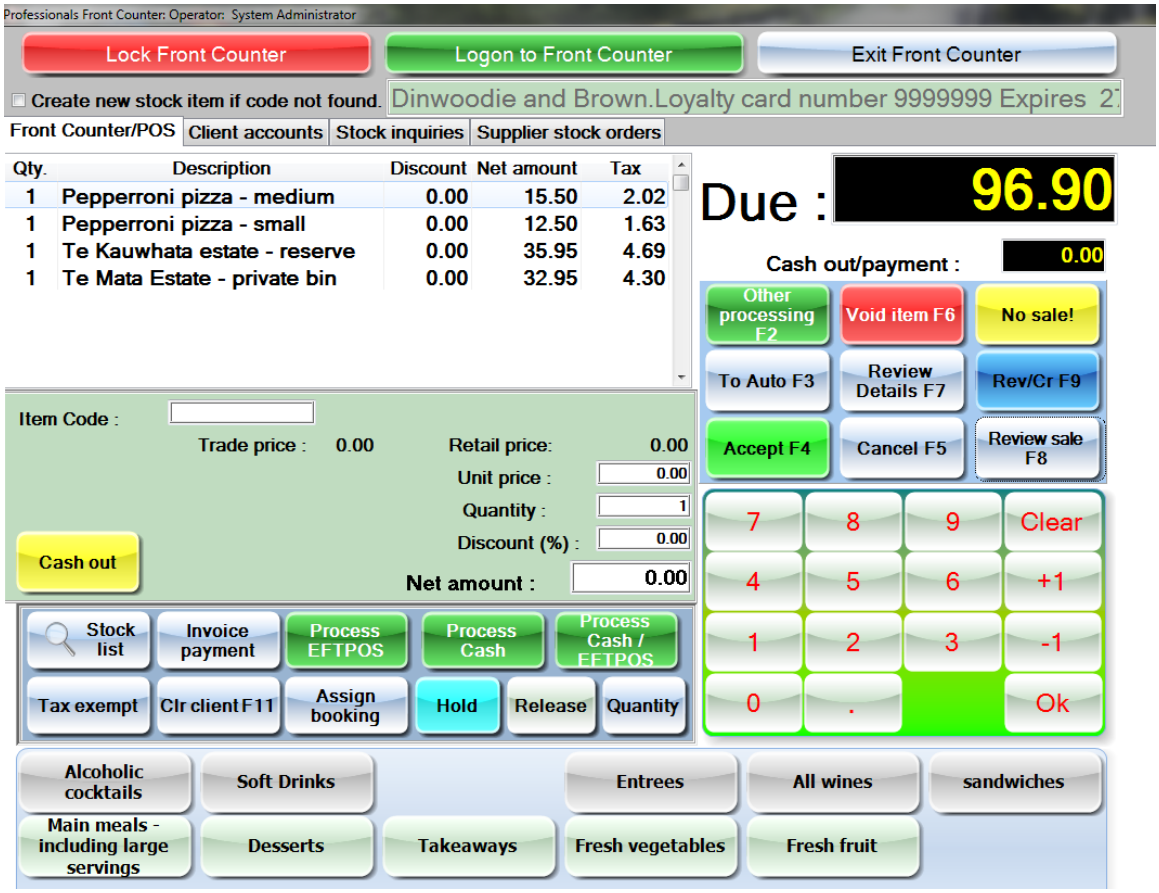
Receipt No.	Type	Check	Amount	Amount tendered	Change	Date
8431	Invoice		$79.97	$79.97	$0.00	6 Feb 2014
8428	EFTPOS		$6.00	$6.00	$0.00	6 Feb 2014
8424	EFTPOS		$125.95	$125.95	$0.00	6 Feb 2014
8411	EFTPOS		$125.95	$125.95	$0.00	5 Feb 2014
8405	EFTPOS		$150.00	$150.00	$0.00	4 Feb 2014
8402	EFTPOS		$200.00	$200.00	$0.00	4 Feb 2014
8401	EFTPOS		$200.00	$200.00	$0.00	4 Feb 2014
8399	EFTPOS/Coupon		$200.00	$200.00	$0.00	4 Feb 2014
8396	Cheque		$200.00	$200.00	$0.00	4 Feb 2014
8394	MANEFTCC		$50.00	$50.00	$0.00	4 Feb 2014
8393	EFTPOS		$45.95	$45.95	$0.00	4 Feb 2014
8390	EFTPOS		$96.90	$96.90	$0.00	4 Feb 2014
8382	EFTPOS		$65.35	$65.35	$0.00	4 Feb 2014
8380	EFTPOS		$35.45	$35.45	$0.00	4 Feb 2014
8378	EFTPOS		$49.98	$49.98	$0.00	4 Feb 2014

The sales are in date order. With the most recent sales are the top. Use this to verify a return item if the customer has lost the sales slip but knows that date of the purchase, and the amount. Other wise it can be difficult to find a specific record.

The review list is for non-archived sales. This means if you archive sale records every week you will need to print a library sales report to find the receipt if it is older.

If you forgot to print a sales receipt review gives you the chance to do so. Select the sale, then click **Process sale**

The POS appears as follows when reviewing a completed sale.



If the **Void** or **Accept** buttons are clicked a warning message displays. The action is not carried out. You cannot edit a completed sale.

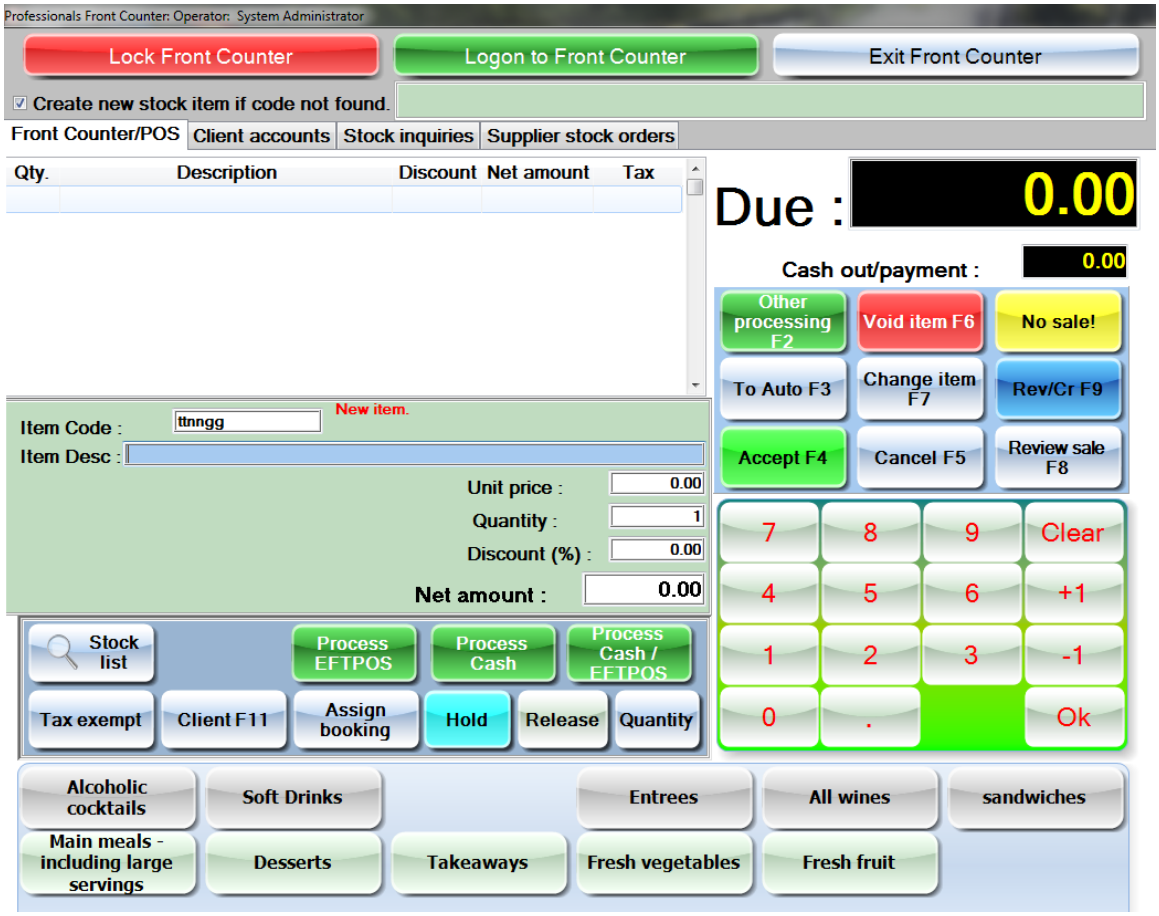
To clear a reviewed sale click **Process (F2)**. Or, in the above case **Other processing.** You can reprint the sales receipt if required.

Creating Items not in inventory

Front Counter does not require the inventory be fully populated before using it. Stock items can be created “on the fly”. To do so check the **Create new stock item if code not found** box. When the sale is Accepted a new inventory item is created.

Once checked this box stays checked unless you uncheck it.

The Sales form appears as follows when this facility is enabled and a new item is being entered.

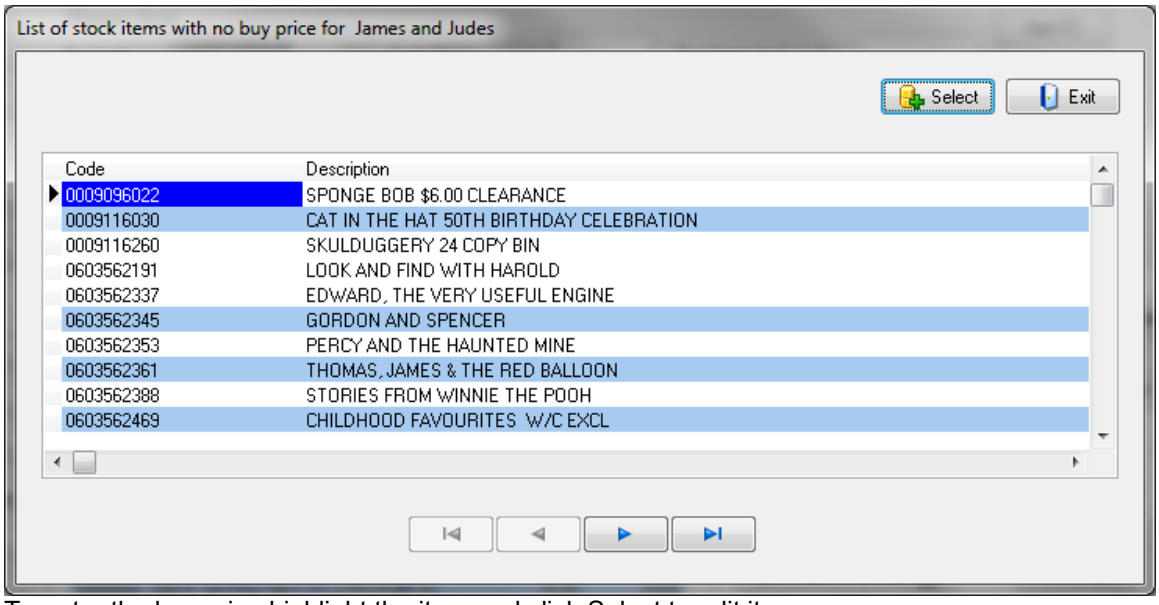


Note – the page switches to manual mode. You need to enter the stock code, description and retail price of the item. When you click **Accept** the new item is saved to the inventory. Whatever code you entered as the item code is saved into the Stock/PLU code field. If you used a bar code you may not change that code, nor remove the item. It is better to use a shortened stock/PLU code rather than a bar code. Especially as you are less likely to make a mistake when entering it.

This function is really only practical when you are not under pressure to complete sales. Or there is an alternative cashier lane customer can use.

Items saved in this way do not have a buy price. To carry out stock valuation a buy price is required.

The inventory form has the facility to check for items with no buy price. It is the **No buy price** button in the lists group on the inventory management form. When clicked the following form appears:



To enter the buy price highlight the item and click Select to edit it.

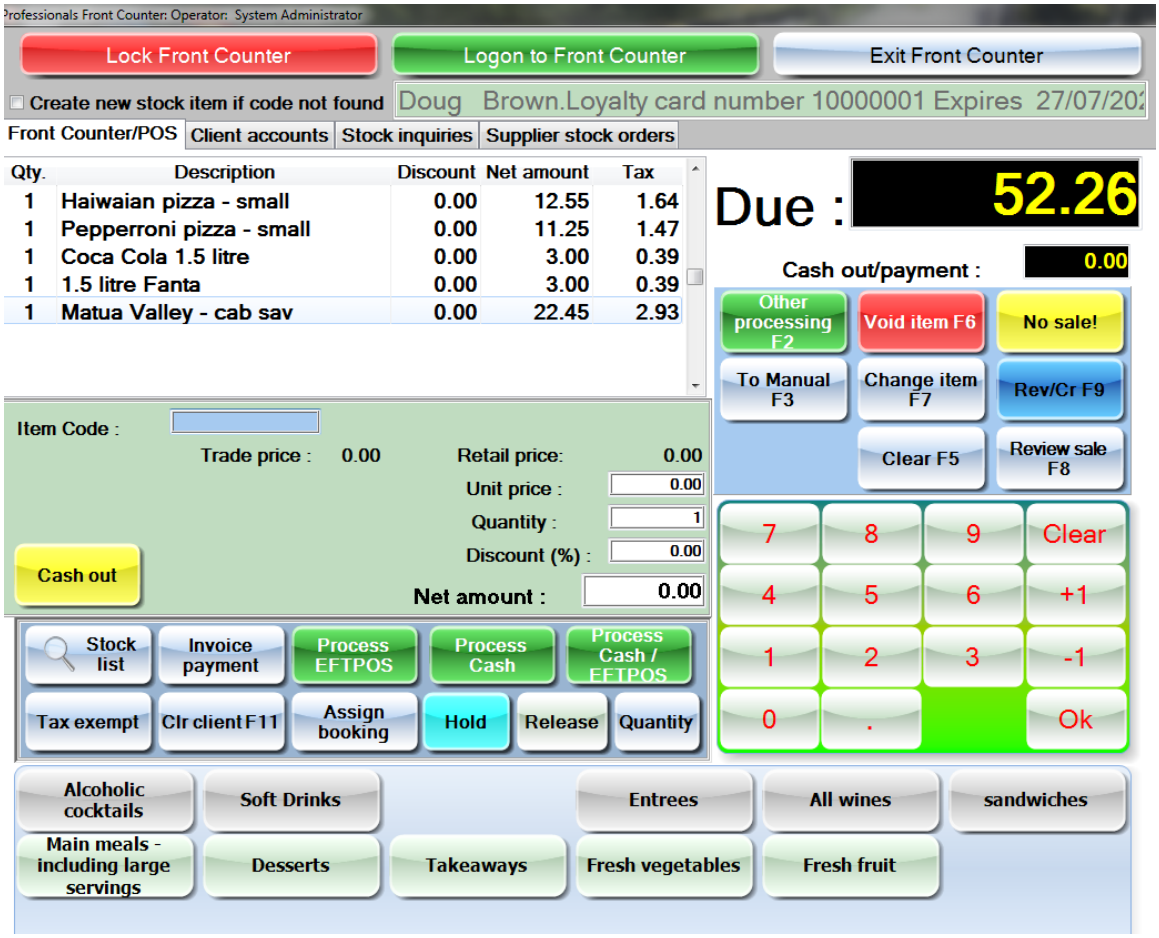
This list should not be allowed to become very long. Check it regularly and update the relevant item's buy price. You need the buy price to be able to calculate stock value. Generally the only items that remain on this list are non-stock items like freight, services, etc.

Creating client invoices from Front Counter

Retail sales may be invoiced. To do so follow the sequence below:

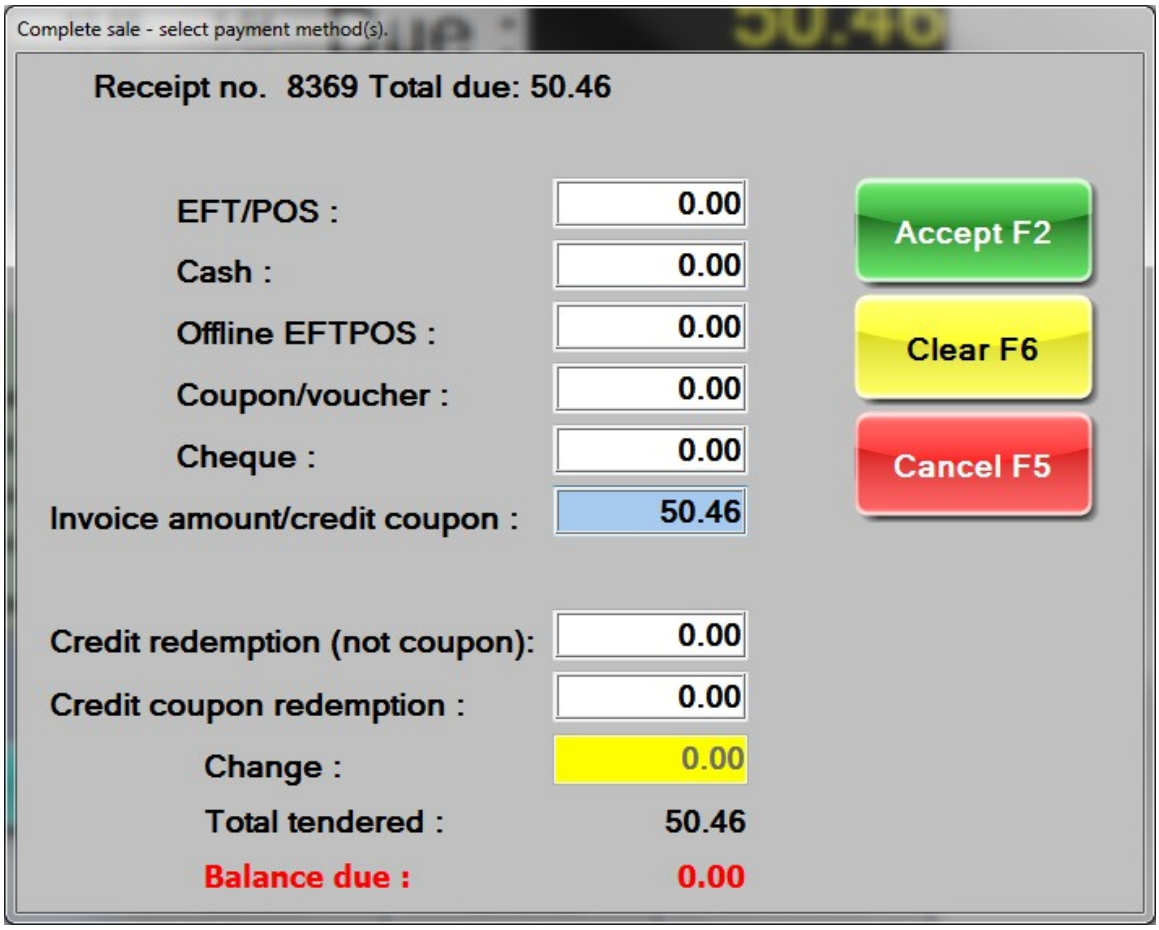
Enter the sales items as usual. Before clicking **Process Sale** click **Client** to select the customer the invoice will be for. If you wish you can set up a cash customer to generate one-off invoices on request. You will have to make the "cash" customer an invoice customer as well. For example if the customer has to show that the purchase is based on a purchase order.

Front Counter should look something like the following:

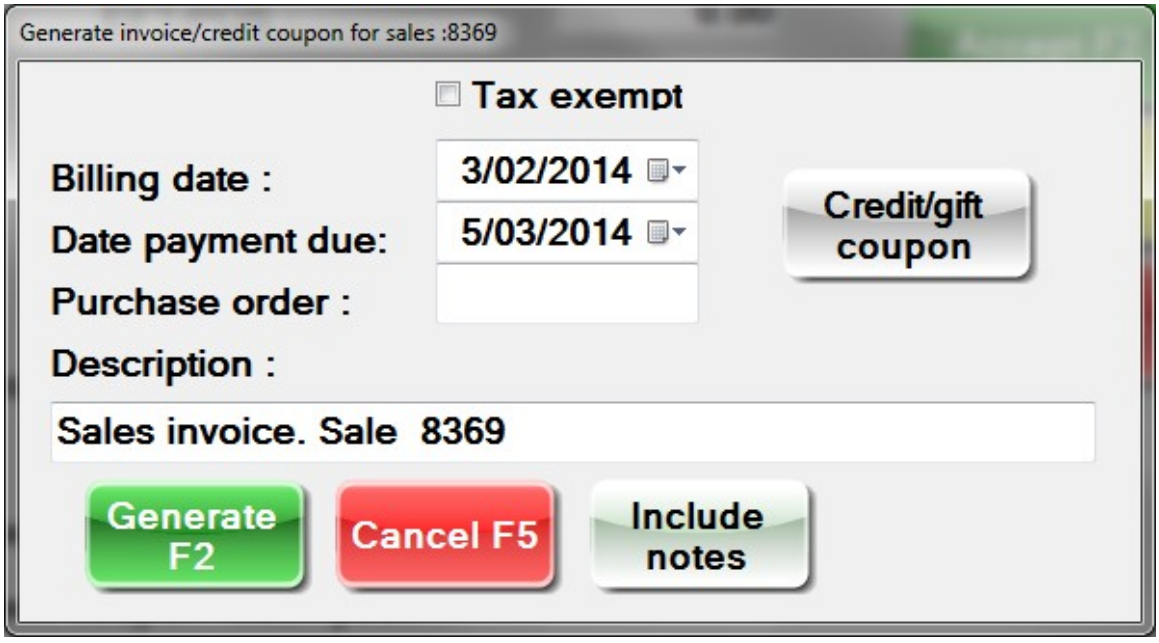


Notice that there is a client's name in the green field at the top of the POS. That is required before the sale can be converted into an invoice.

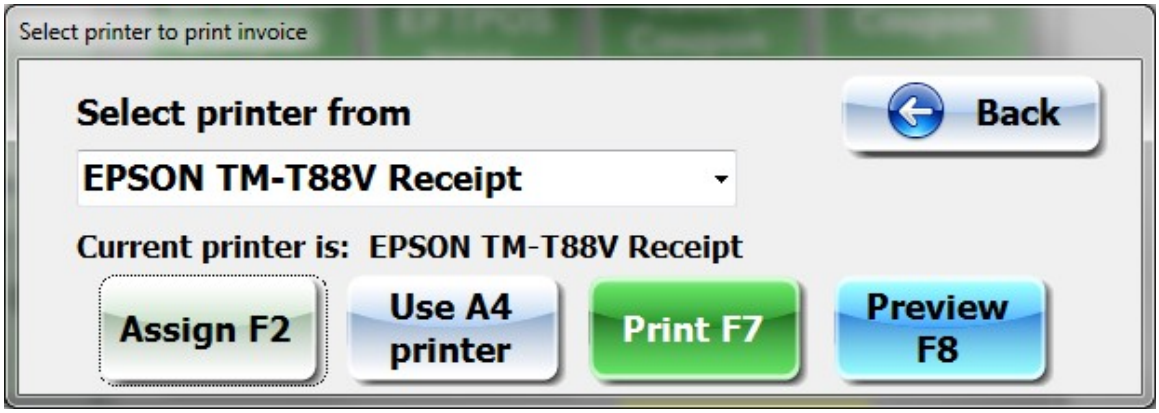
- **Select the client from the Client's** list. Make sure the client is not a cash client. If the client is Cash only you may still generate a sales invoice for them.
- Once you have the correct client displayed in the green field at the top of the POS you can click **Process Sale** or proceed to sell through items and then process the sale.
- If using the manual payments form clear the **EFTPOS** field and enter the sales amount in the **Invoice amount** field. This field is only visible if a regular customer was previously selected in the POS.
- If using the touch screen payments form the **Generate Invoice** button is activated. Click that.



- The Invoice amount field is only visible if you have selected a client on the sales page. Other wise you cannot create an invoice.
- Click Accept, a new form opens. Enter the required details about the new invoice.The default is to create the invoice as billed. If you are sure the invoice will not be changed leave the **Bill invoice** box checked. Only billed invoices can be selected for payment.



- If the invoice is for a tourist with GST exemption check **Tax exempt.**
- Enter the **date payment is due**. The default is 30 days from the current date.
- Enter any **purchase order**.
- Change the **description** if you wish. The description helps to identify invoices when selecting them for payment.
- Click **Generate** to create the invoice. When you do a form activates to allow you to select the correct printer for the invoice. You can select preview if you wish to check the invoice.
- If it looks ok print it. If it needs to be changed go to the Client accounts page and modify it there.
- The printer selection dialog activates. Invoices printed from here don't include notes. They do include a remittance advise slip.



- Select the printer to use to print the invoice – the default is to use the receipt printer. Once it is highlighted click **Assign F2,** then Print or Preview (then print). If you wish to use an A4 printer select the appropriate printer, assign it (F2), then print.
- Click Back to return to the sales page.

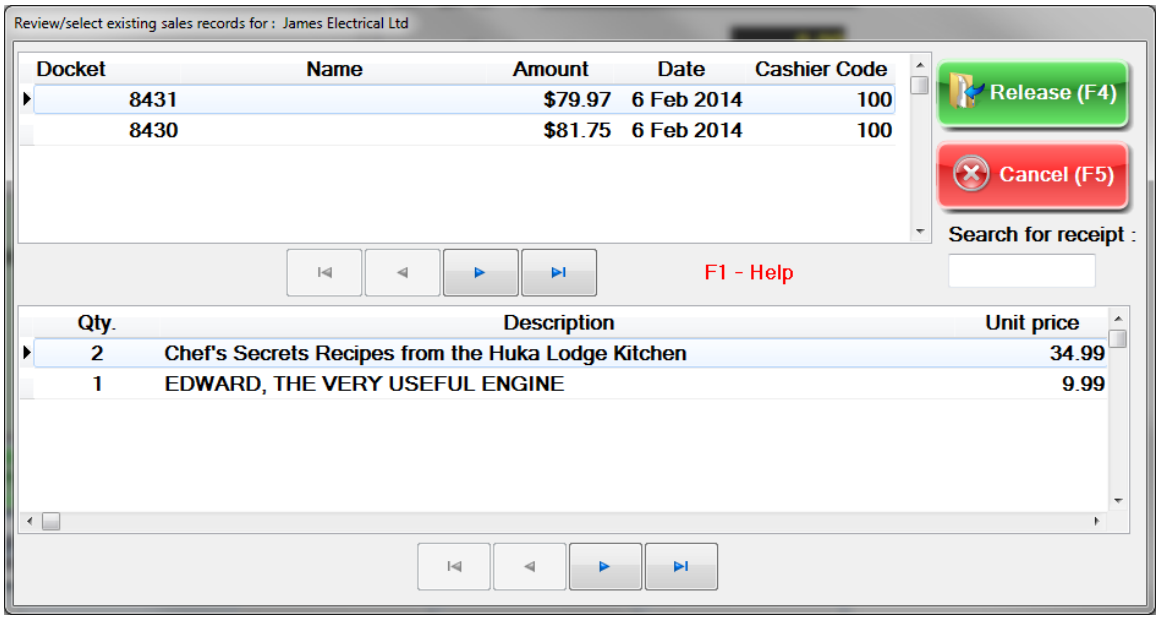
Once the invoice is printed the default printer is reset back to the usual.

Holding and releasing sales dockets.

Holding a sales receipt allows you to put aside a sale while the customer gets another item. And still serve other customers in the queue. You can also use the holds facility to assign a docket to a booked customer when they come in, hold it, and then release it when they are ready to pay.

To hold a sale click the **Hold** button, after you have entered at least one sales item. The sale is immediately removed from the sales list.

To release a held sale click the **Release** button. A selection form activates. It may be a good idea to read off a couple of the detail lines to confirm you have the correct receipt if there is more than one. Select the receipt to release. Once you have done so you may add, change, or void items.



Held items can be released in any cashier lane. This means a customer can switch lanes and the receipt, created by another cashier, can be released by the cashier of the lane they are now in.

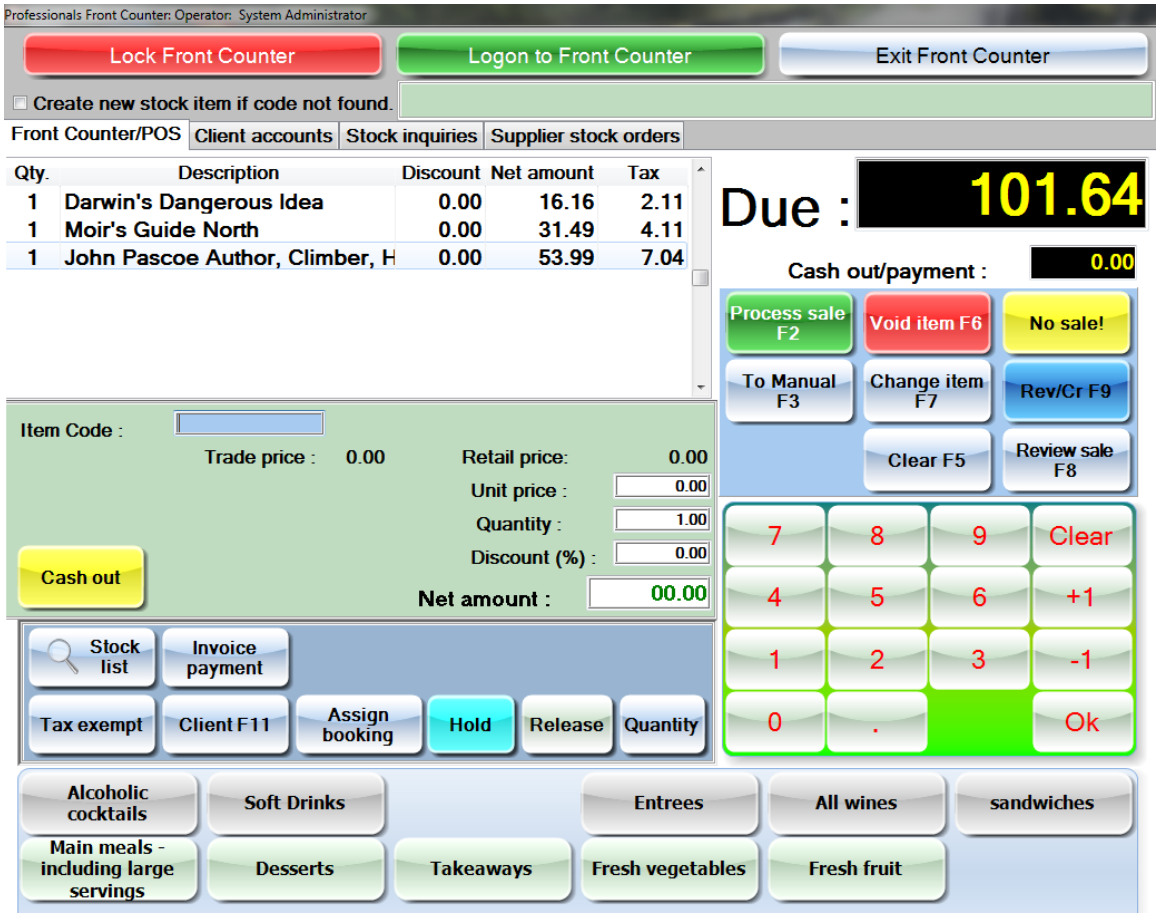
At the end of the day there should be no held receipts. If there are you need to release and then void them.

Customer Bookings

Customer bookings enables you to timetable customer-related events. Such as vehicle service, hair appointments, item pick up, or any other activity that requires you provide some service for the customer.

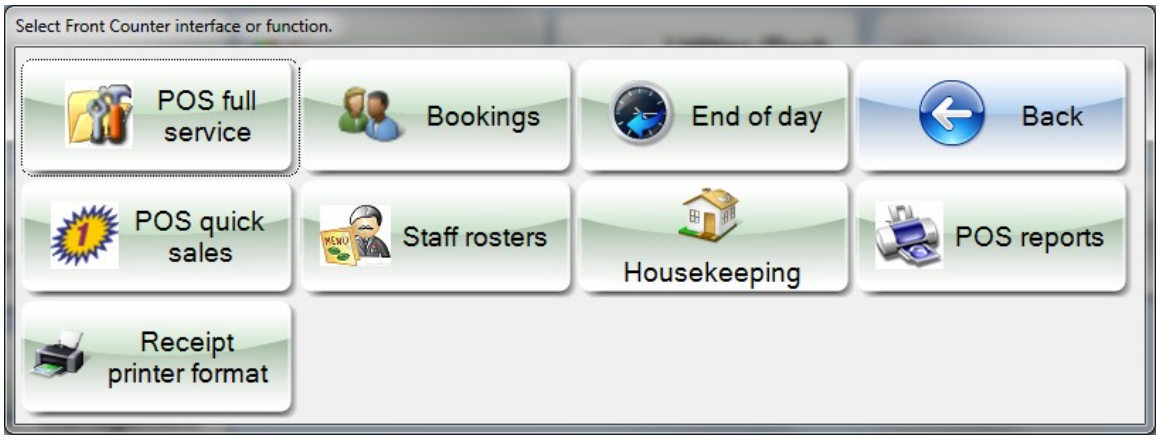
To activate Customer bookings go to Company Control. Select Edit and then check the box **Activate Customer Bookings.** If the box isn't visible you don't have the module required to activate them. Please contact Professional Systems. You must be registered for support to obtain the required files.

Once you have activated Customer Bookings an additional button is visible on the Front Counter POS form – **Assign Booking**. As below:



The **Assign Booking** button is to the left of the **Hold** button. If it isn't visible you need to see if the **Activate customer bookings** box is visible in Company Control.

In addition there are two more buttons visible on the Front Counter selections form – **Bookings** and **Staff Rosters**. To set up staff rosters you need to first enter staff details in the Staff Profiles form.

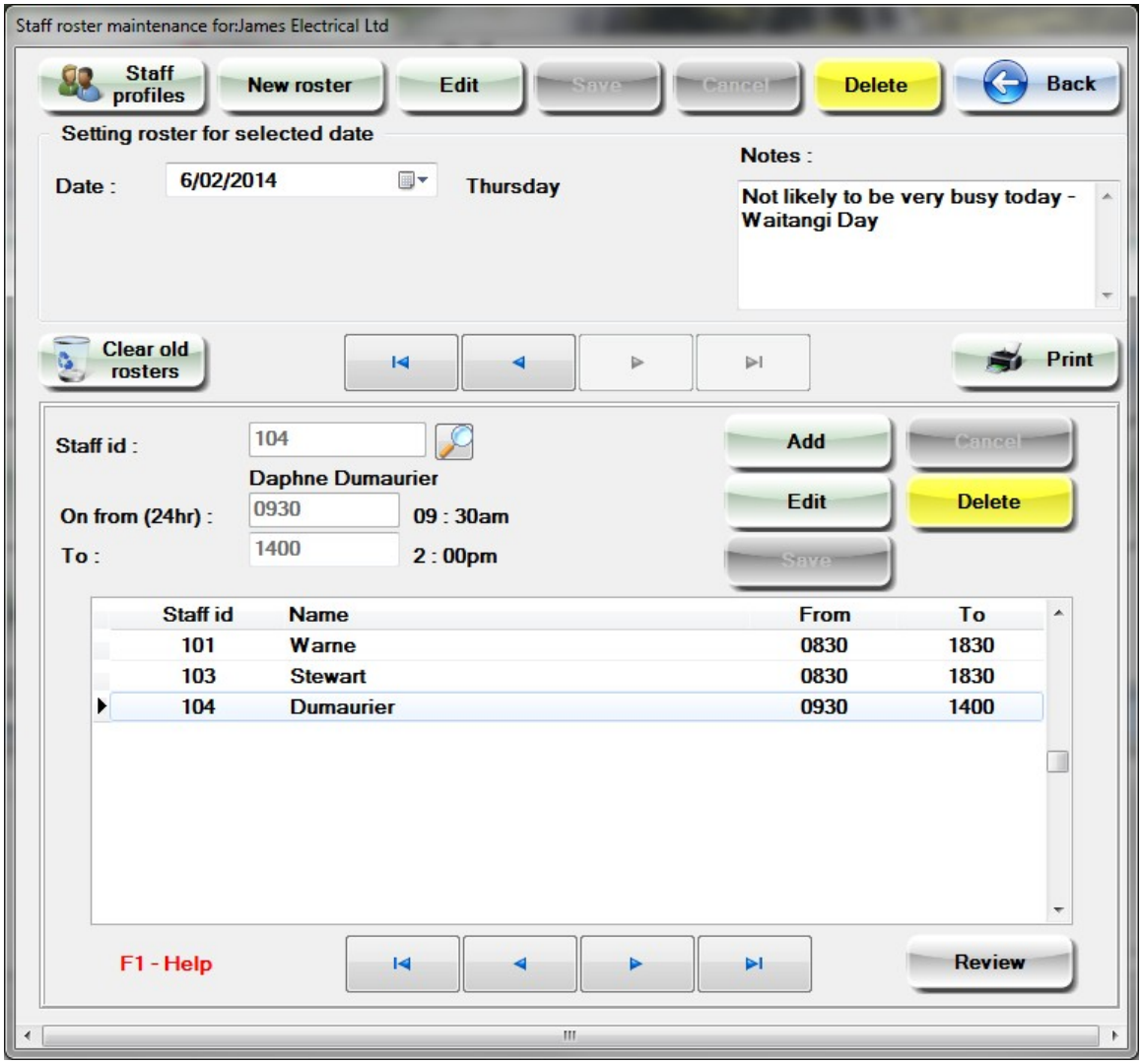


Staff rosters

Use staff rosters to allocate staff to duty at certain times. The aim of staff rosters is for you to check that staff are available for the bookings that are made. You can print off staff rosters by individual staff member. Or all staff.

Rosters must be set up by the day. If you duplicate a date you will be warned and will not be able to save the roster.

The staff rosters form is as follows:



Use Notes to include special information that relates to that day.

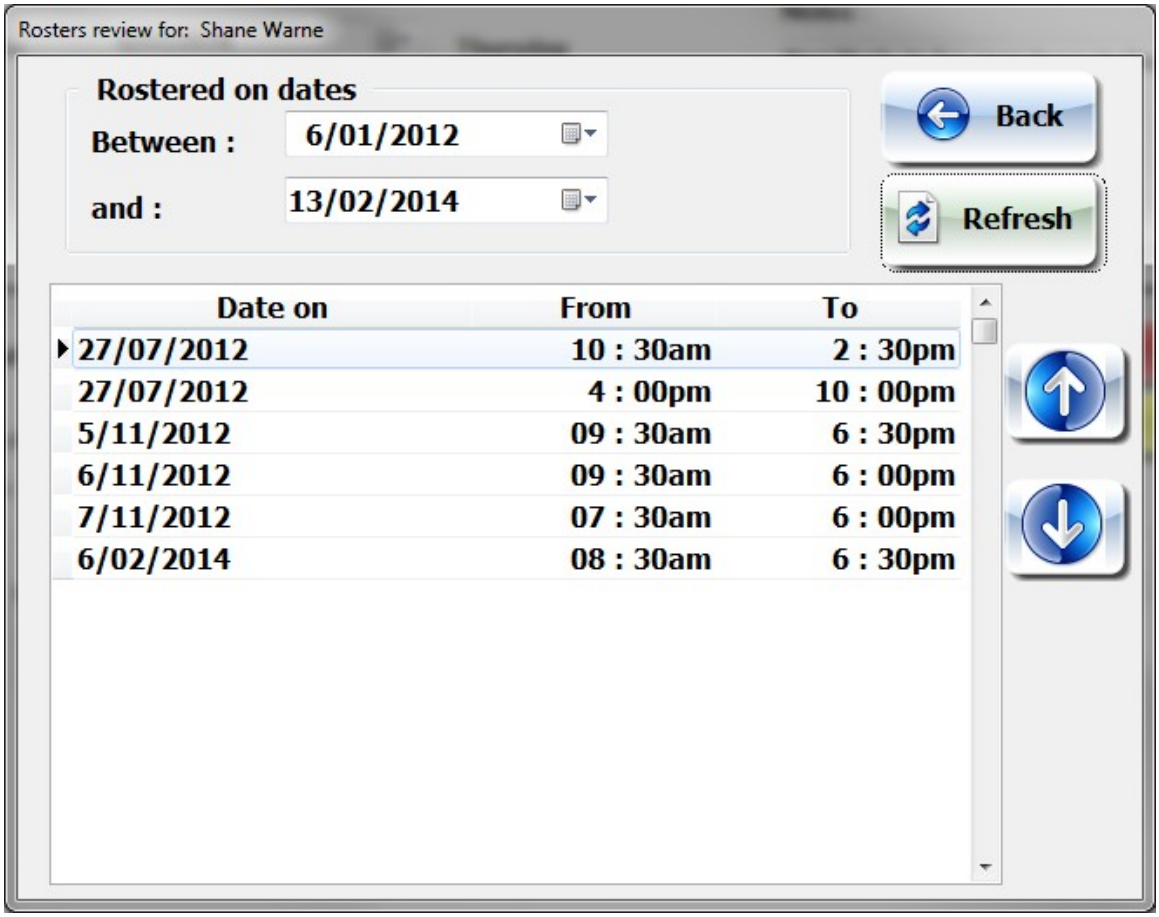
Once you have set up the day you can start adding staff to the roster.

- Select the staff member's id. This is the same id as they use to logon to Front Counter.
- Enter the times they will be **on from** and **to**. In 24 hour format. That is 8.00am is 0800 and 1.00pm is 1300.

The staff selection list includes staff details that you can use to validate staff availability. As follows:

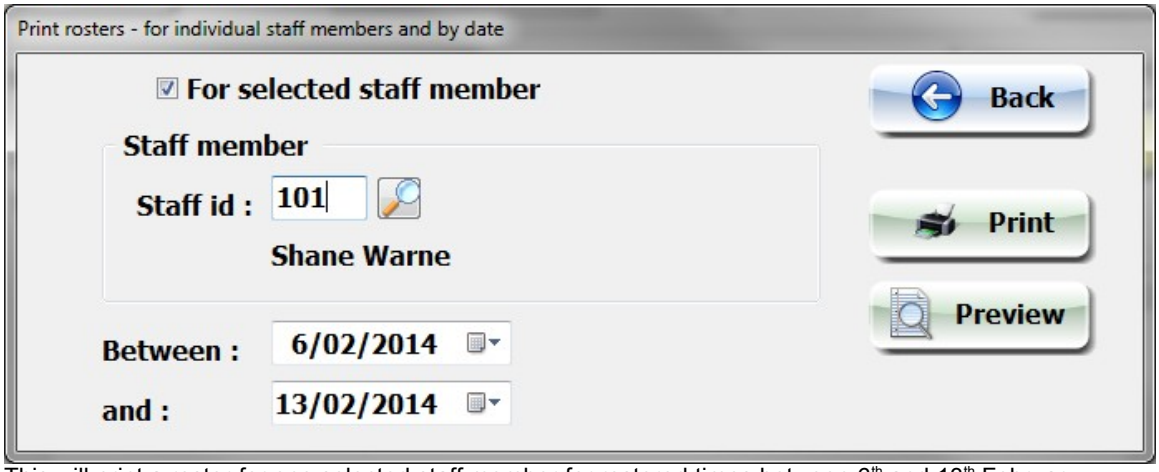
If you only have a small number of staff, and most work the same days and hours you don't need to fill in the details. In fact using a roster could more of a nuisance than anything else.

Once you have entered the details for a roster you can check that the staff member hasn't been "double-booked. Click the **Review** button. The following form activates:



This displays the staff member whose entry is highlighted on the details list. If you change the dates click **Refresh** to redraw the list.

To print a roster, for all staff or selected staff, click **Print** on the Rosters maintenance form. The following form activates:



This will print a roster for one selected staff member for rostered times between 6th and 13th February.

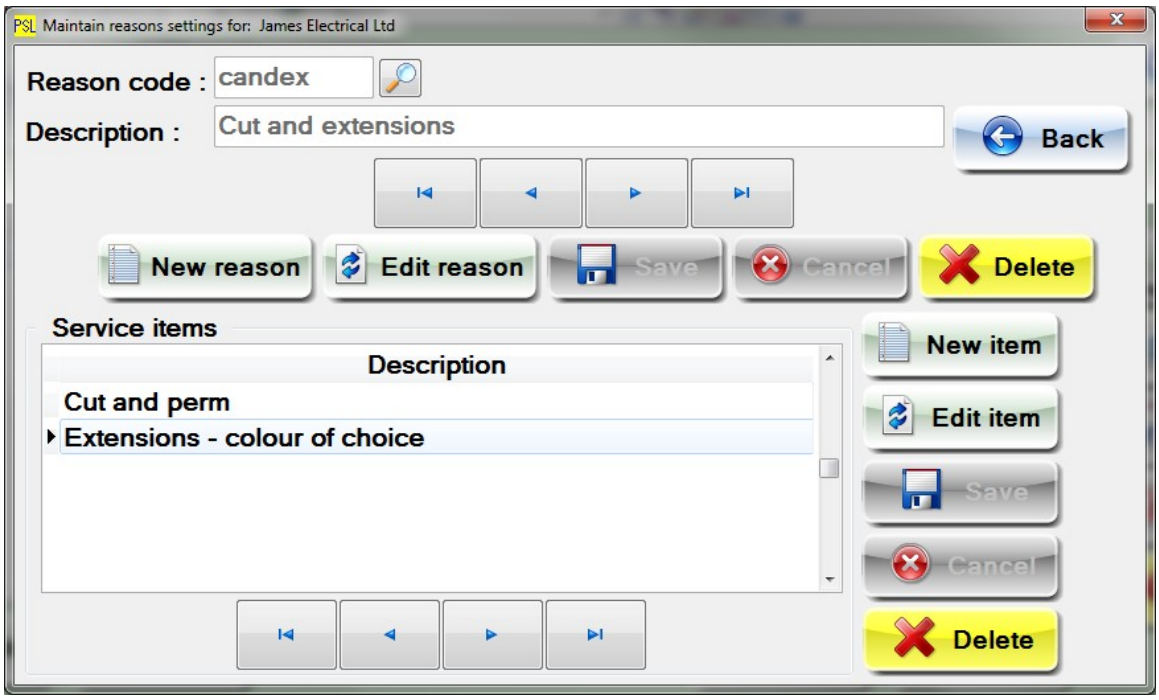
Booking reasons

Booking reasons helps you to identify why people have made bookings. These are required when entering a booking. If the reason descriptions are clear enough that may be all you need to identify what the customer wants done.

There are two types of booking reasons if you are using the Hospitality suite. **General purpose** and **hospitality**. The hospitality reasons must relate to table bookings. Services are connected to those two types. That means a service created from the POS bookings form is general purpose and cannot be applied to a reason used in the Hospitality suite. And vice versa. And bookings created in Hospitality cannot be seen in the POS bookings form.

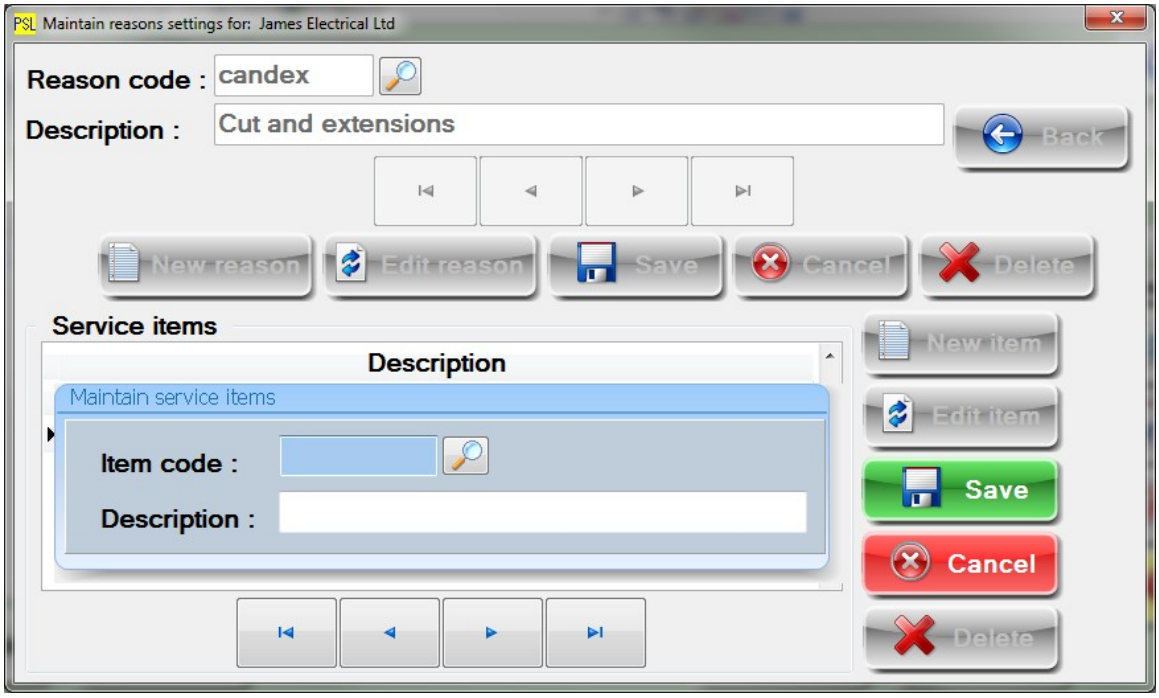
To maintain booking reasons click the Reasons button on the Bookings maintenance form.

The following form activates:



The example above is for a hair salon. You can create any reasons that match your business.

- To create a new reason click Add. The fields are cleared.

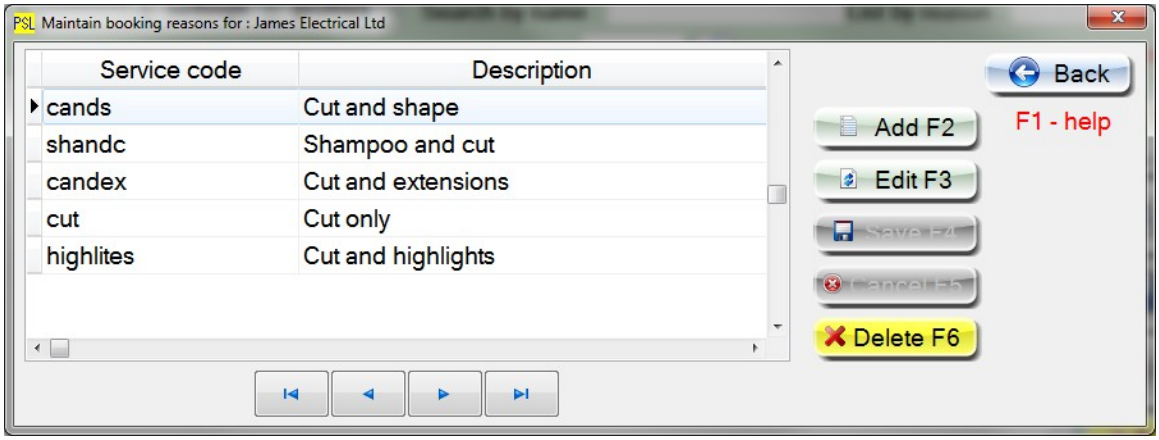


- Enter a unique reason code. If the code isn't unique you may not save the reason.
- Enter a description of the reason
- When finished click Save.
- Now click **New item** and enter/select an item from the inventory in Item code. Each service can include multiple items from the inventory. You can combine both stock and non-stock items. When a customer booking is assigned to a sales docket all the details of the reason for that booking are added to the docket.
- The description from the inventory entry is placed in the **Description** field. If you wish to have something else appear on the sales docket change the description. Whatever the description is here is what is used on the sales docket.
- Click save.
- You can add multiple items to the service list. Each item will be included on the sales docket if you assign a booking to a docket. You can remove any items after they've been added. Or add further ones.

Bookings services

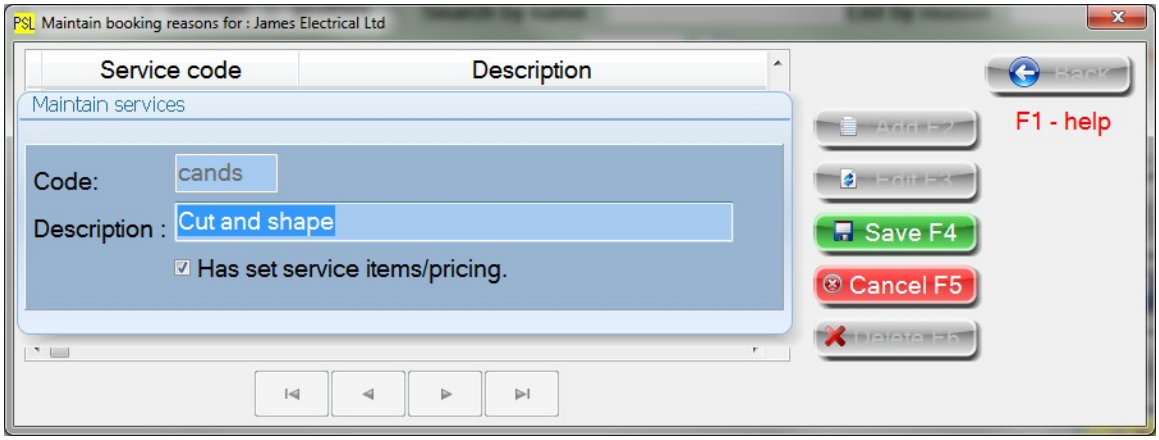
Create services if you intend to create a set of standard items that bookings are charged for. For example a shampoo and set, maintenance booking, etc. This can decrease the chances of getting things wrong as the service items are added to the sales docket as soon as you allocate the booking to it. You then only have to enter the number of items.

To maintain services click **Services** on the Bookings Maintenance form. The following form activates:



This means that the item details of shampoo and cut will be placed onto the sales docket as soon as you assign the docket to any booking for a shampoo and cut. It you wish to itemise things a bit further you can, for example, have one item "Shampoo" and another "Cut". This will result in two items appearing on the sales docket.

- To create a service click **Add**.



- Select/enter an existing service code.
- The description of that code is placed in the Description field. You can change it if you wish.
- Click **Save**. If editing a service you can only change the description.

Customer Bookings

Customer bookings allow you to book customers in for certain things - hair cuts, maintenance, deliveries, etc.

To set up bookings first check the **"Enable customer bookings"** box on the Company Control form. If this box isn't visible you don't have the required files to use bookings. Please contact Professional Systems.

To use bookings you need to set up the Reasons for any bookings. These can be set up from the bookings maintenance form. The bookings maintenance form can be accessed from the Front Counter/POS selection form. The required button becomes visible once you have checked the **"Enable customer bookings"** box in the POS settings form.

To attach staff to specific customer bookings you must also set up staff details.

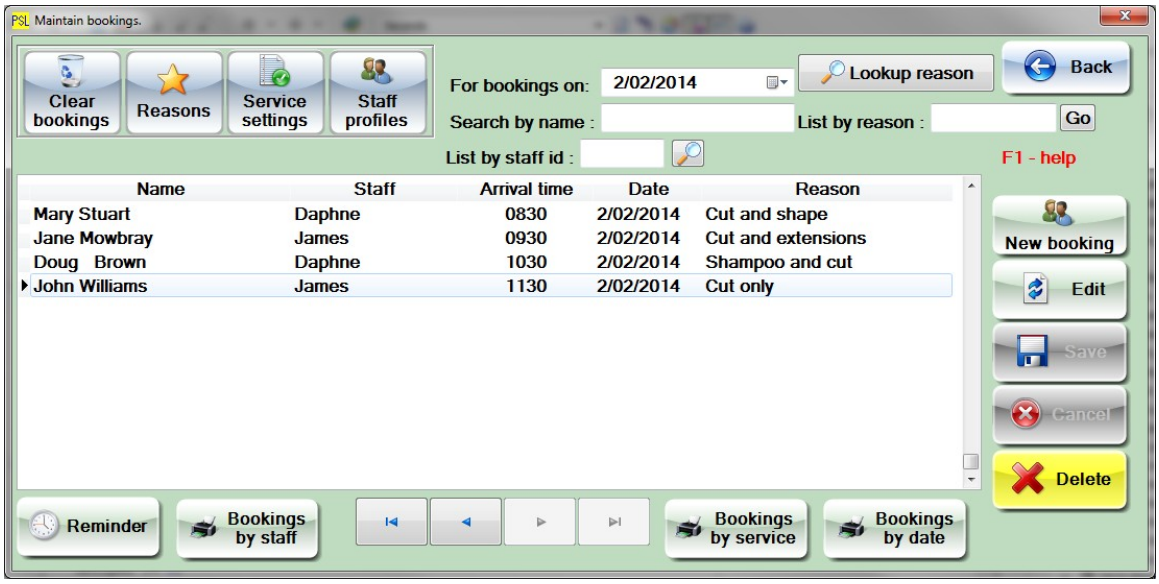
It is possible to attach set services/items to reasons. If you do that those are placed onto the POS sold items list when the booking is assigned to a docket. You can still add more items. Or remove ones that don't apply. Doing this helps increase accuracy when a booking is for a reason that involves multiple (standard) items on the bill.

To set up complete bookings (including automated sales and staff allocation) follow this sequence:

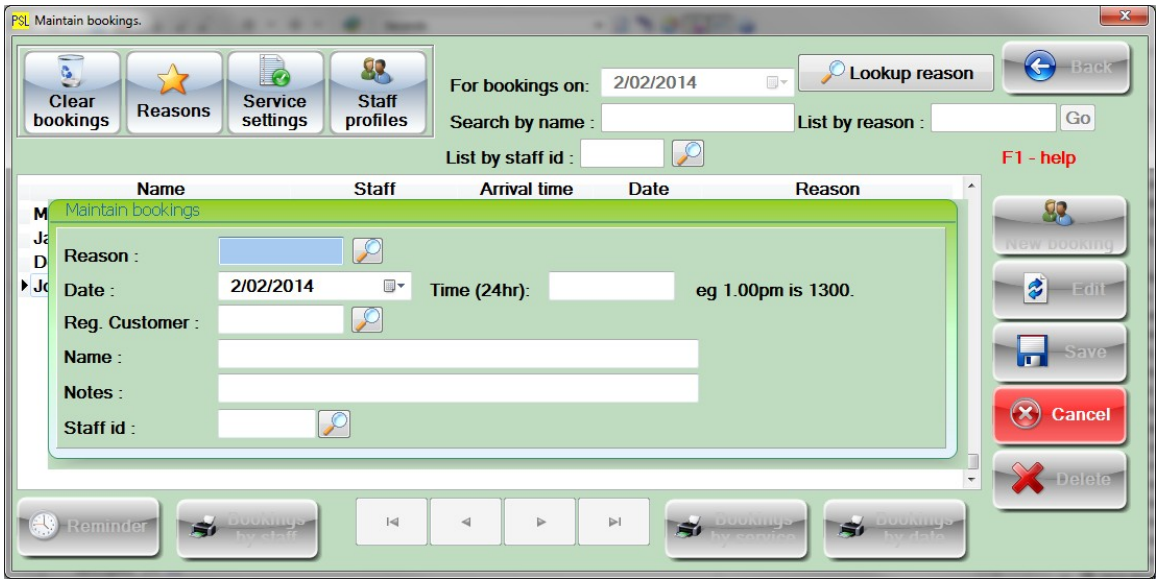
1. Set up staff details. First create the staff profiles. Including their details.
2. Set up booking reasons. You can set up as many reasons as you like.
3. Make sure you have entered all required items/services into the inventory.
4. Link the relevant inventory items to the reason in the services form.

All booking-related actions can be carried out from the bookings maintenance form. To create new booking reasons click the **Reasons** button. The **Settings** button to maintain settings for any reason. And **Staff** to maintain, and add, staff profiles.

The form displays bookings for the date in the **For bookings on** field. The display is in appointment time order. To view only those bookings for a selected reason enter the reason code into the **List for reason** field and click **Go**.



- To create a new booking click **New booking**. The fields are cleared.



- Select/enter a **reason** code.
- The **Date** defaults to the current date. Or the date date in the **For bookings on** field if you have changed it. If you change it the entry will "disappear" when you save it. To make it appear you have to switch the **For bookings on** date to the relevant date.
- Enter the arrival time. Enter the time in the 24 hour clock format. That is, for example, 0830 for 8:30 am, 1300 for 1:00 pm. The am/pm time is displayed under that field once you have saved the entry.
- If the customer is a regular customer enter/select their code into the **Reg. customer** field. This isn't compulsory. If you do so the full name of the customer displays in the **Name** field. It is a good idea though. As it allows you assign the docket to the booking when they arrive and to place the docket on hold. The client record is then linked as well as the booking. You can then obtain information about what that customer purchases as their record is linked to the docket.
- If the customer isn't a regular customer enter their name into the **Name** field.
- If there are any special notes about the booking enter them into the **Notes** field.
- Enter/select the staff member's access code into the **Staff id.** field. This isn't required if you intend to allocate customers to staff as they arrive. Entering the staff id does allow you to check, at a glance, whether any one staff member is over committed.

The bookings list displays in arrival time order. This helps to check if any staff member is double-booked.

If the customer is a regular, and you have entered their email address into their customer record, you can send them a reminder email of the booking. Click the **Email** button. The first time you do this the message field is clear. After that, if you check the **Retain message** box the last message is retained and displayed next time you open the email form.

You can print out, or review, bookings for any day. To do so make sure the date you want to look at is the date in the **For bookings on** field. If you want to look at bookings by reason make sure the reason is displayed in the **List by reason** field. To look at a staff member's bookings first make sure the staff id is displayed in the **List by staff id** field.

Once you have the correct code(s) displayed click the relevant reports button.

With bookings set up you can assign the booking to a sale. That results in the contents of the booking being allocated to the sale.

To allocate a booking you can do so immediately they arrive in the store. And then place the sale on hold. You can add further items to the docket should they purchase more than those included in the service.

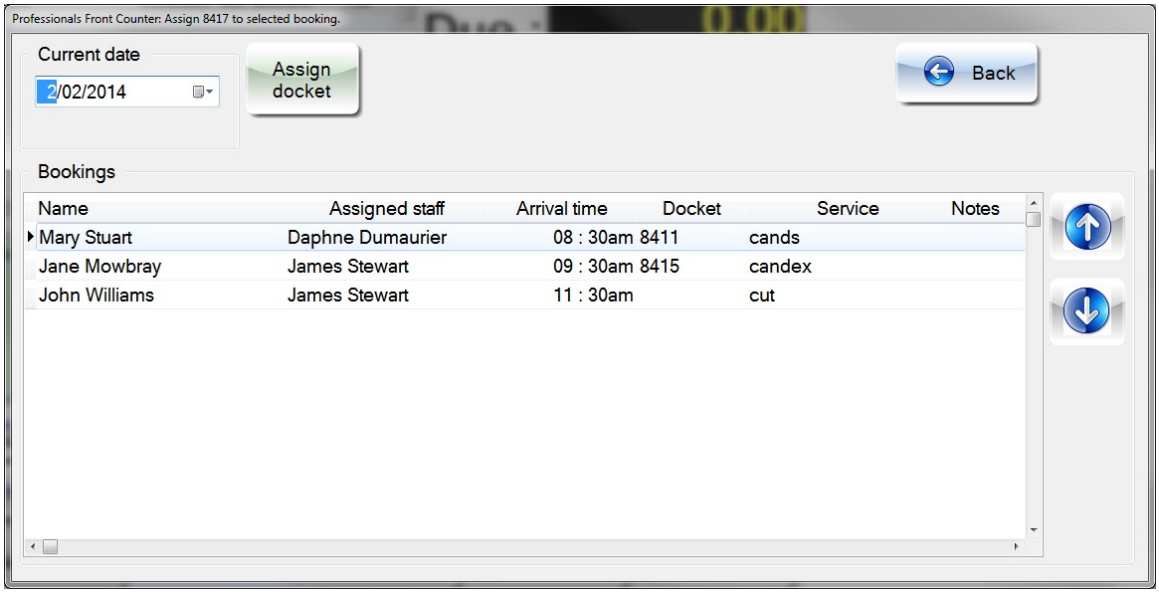
Assigning bookings to sales dockets

Please make sure you have activated customer bookings by checking the **Activate customer bookings** box in **Company Control**.

To assign a booking the booking must first be created. And it must be for current date.

Make sure the sales docket has no entries. Then click Assign Booking. The following form is activated:

In this case two bookings have already been assigned to dockets. If you attempt to change the docket assignment you will be warned. But you can do so as it is possible the booking was assigned to the wrong docket.

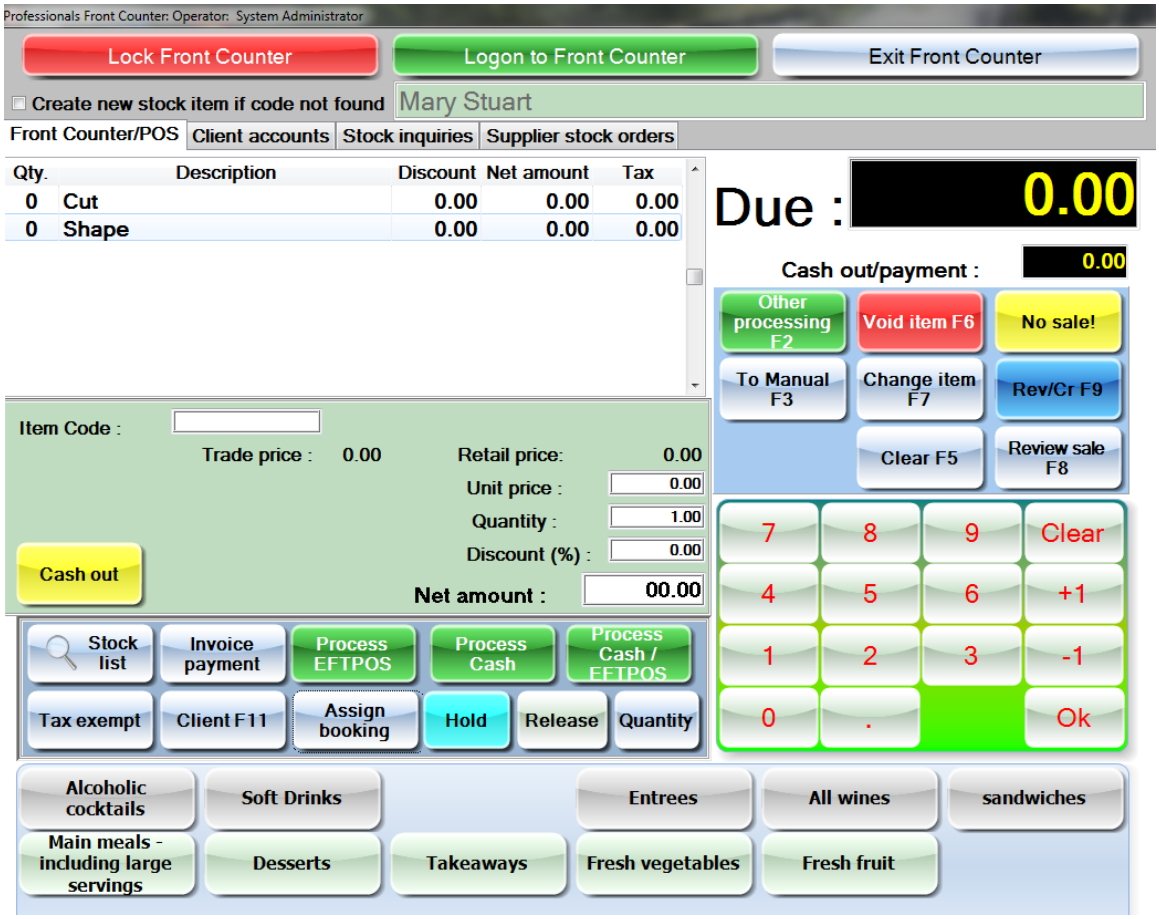


When you click **Assign Docket** you are returned to Front Counter and the sales docket will have, at least, one entry. The entry will have a value of zero. To change it to the required amount click Change. Then Accept. Most of the time that is all you need to do. The software has been set up to apply the item's price in this manner as, other wise, when you change prices in the inventory you would need to change them for all service items by deleting the item and reattaching it.

Warning – when recording bookings it is a good idea to create a regular customer record for the person the booking is for. That allows you to set up reminders and email them. It also means you can assign the booking when they come in, and then place the docket on hold until they are ready to pay.

If you enter them as a one-off customer the docket looses the connection to the customer as they don't have a client code. The result is, if you assign the booking to the docket when they come in the door, and then place the docket on hold, the POS will not display a customer name in the Release form. As a result you will not be able to be sure you have the correct docket when you release it. Especially if you have a large number of customers for the same type of booking.

When a booking has been assigned the Front Counter POS appears as follows:



- The customer's name is in the green field at the top.
- Click **Change** to enter the amount for “Cut”. The unit price, from the inventory, is allocated automatically. Click **Accept**.
- Do that for each item on the docket. You can also add additional items that aren't part of the predefined service.
- If the customer purchases other items you can add them to the docket. Dockets can be created when the customer arrives and placed on hold until they pay.

Back Office Operations

The following sections cover back office operations; including entering financial transactions, maintaining customers, and stock management.

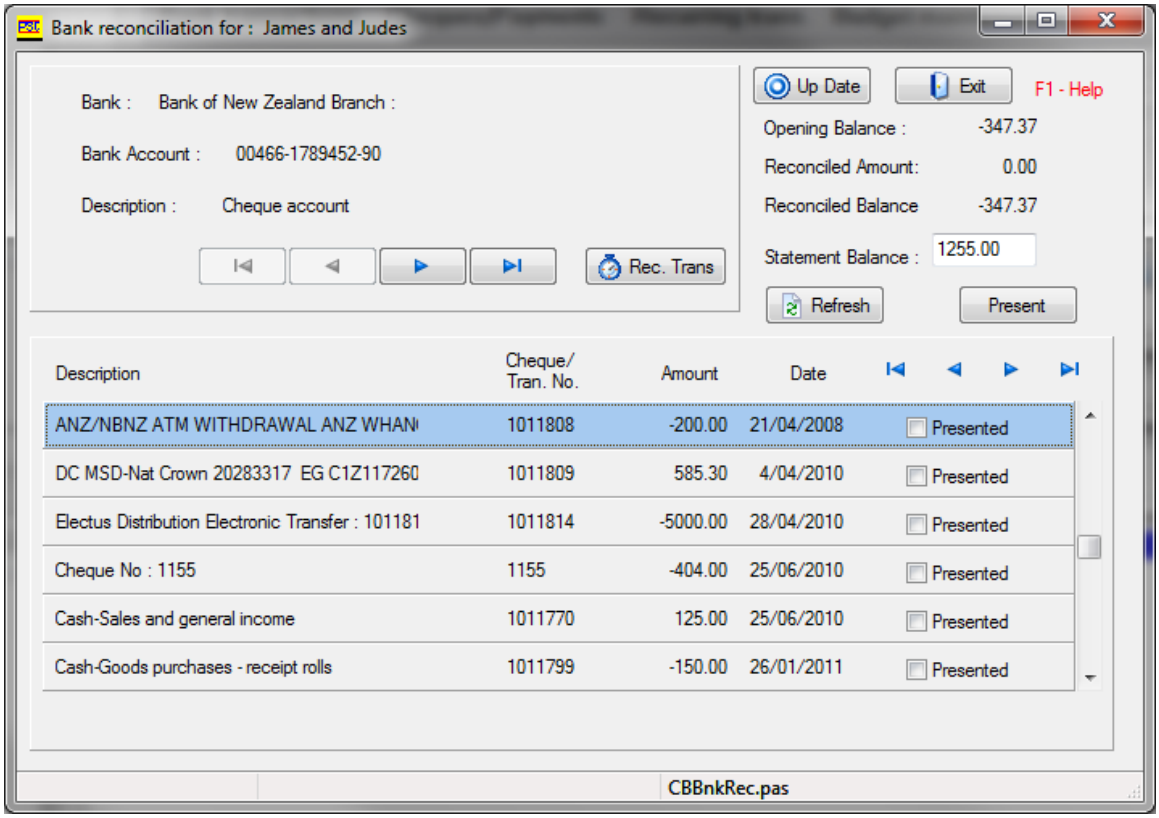
Financial Transactions:

Financial transactions include banking, invoice payments, managing debts and supplier invoices

Bank Reconciliation

Bank reconciliation enables you to match the bank transactions, and balance with the bank account statement(s). You may run recurring transactions from this form. Run any due recurring transactions before carrying out the reconciliation.

You are presented with a list of bank transactions that have not been reconciled.


Bank reconciliation for : James and Judes
Bank : Bank of New Zealand Branch :
Bank Account : 00466-1789452-90
Description : Cheque account
Rec. Trans
Up Date
Exit
F1 - Help
Opening Balance : -347.37
Reconciled Amount: 0.00
Reconciled Balance -347.37
Statement Balance : 1255.00
Refresh
Present
Description
Cheque/ Tran. No.
Amount
Date
ANZ/NBNZ ATM WITHDRAWAL ANZ WHAN 1011808 -200.00 21/04/2008 Presented
DC MSD-Nat Crown 20283317 EG C1Z117260 1011809 585.30 4/04/2010 Presented
Electus Distribution Electronic Transfer : 101181 1011814 -5000.00 28/04/2010 Presented
Cheque No : 1155 1155 -404.00 25/06/2010 Presented
Cash-Sales and general income 1011770 125.00 25/06/2010 Presented
Cash-Goods purchases - receipt rolls 1011799 -150.00 26/01/2011 Presented
CBBnkRec.pas

- Select the bank account to reconcile. It must display in the top panel.
- The account's unreconciled transactions display on the bottom panel.
- Enter the **Statement balance** from the bank statement.
- Select transactions that match those on the bank statement and click the **Present** button. A running total updates as selection is made and the **Presented** box is ticked. If you present an incorrect transaction you may cancel by clicking the **Cancel** button **Note - the "Present" button becomes a "Cancel" button once the transaction is confirmed as presented.**
- If the transaction needs to be changed highlight the transaction and click **Edit this transaction**
- You can exit from this form and return. All the transactions selected for reconciliation remain checked.
- When you have finished click the **Update** button. Make sure the running balance equals the bank statement balance before doing so. When you click **UpDate** the transactions reconciled with the bank statement disappear from the bottom panel.

Warning: You cannot change the date, amount or type of reconciled transactions. You can change their description and ledger account.

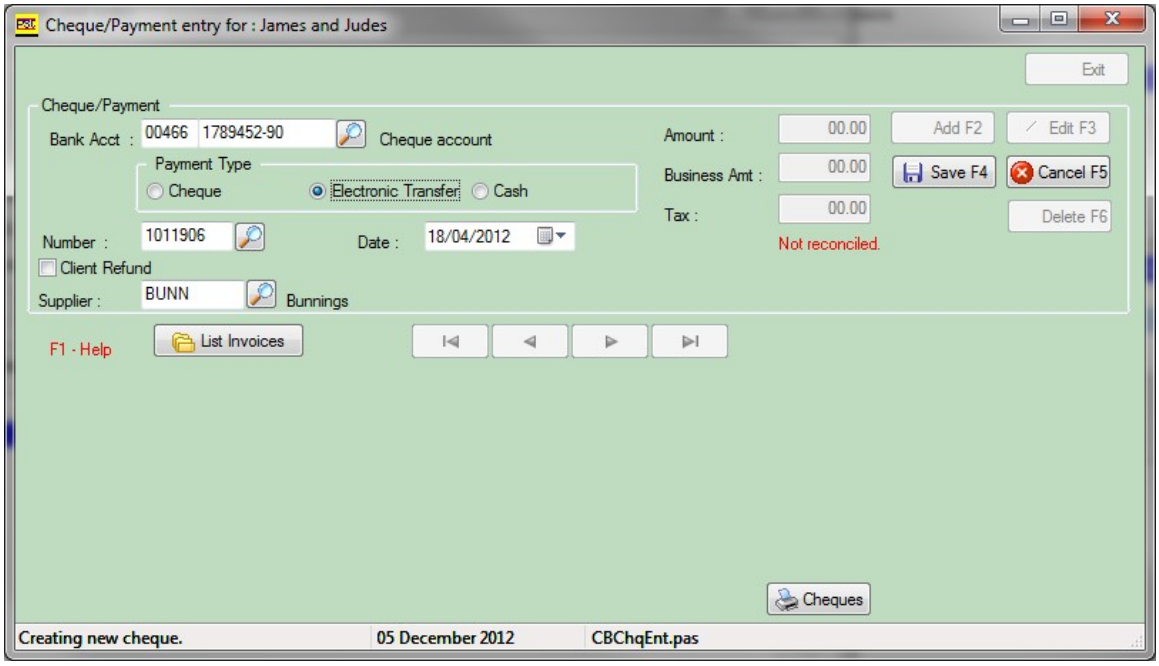
Cheque/Payments

Use this form to enter supplier payments – cheques, electronic and cash payments.

The "default" cheque account displays when creating a new cheque. You may change bank accounts by entering another account code in the **Bank Acct** field. If using the Invoice accounting basis all cheques must be for supplier invoice(s). When each line is saved the payment is

recorded against the relevant invoice.

A single transaction can for supplies for multiple ledger accounts. If a bank account is allocated to a single department you are warned if selecting a ledger account attached to another department.



1. Adding cheques:

- Think of this panel as the cheque butt.
- Click the **Add** button in the top panel. The bank account number (which is the default account), the cheque number (the number of your last cheque plus 1) and the cheque date (defaults to the date of the last transaction) are set. You can change them. When entering opening balances the bank account cannot be changed as it was set in the opening balances form, otherwise...
- Enter the **Bank No,** and **Bank Account** if the default bank account is not the one you wish to use, or select from the list.
- You may change the bank account and cheque numbers. The "looking glass" button to the right of the bank account field activates a selection list of bank accounts.
- When adding a new transaction the **Cheque/Payment No** is created automatically. If you wish to use another number enter it now. **Be careful if you enter the cheque/payment number - it can only be used once.**
- Select the type of payment. The default is **Electronic transfer.** If you select **Cheque,** another transaction number is used. Duplicate numbers are not permitted. You cannot save the entry if the number already exists.
- Enter the date of the payment. The default is the date of the last entry.
- If making a client refund check **Client refund**. The supplier field switches to Client.
- Entering a supplier's code is optional. You may enter/select a supplier's code, or enter a short description if you do not need to keep a record of who the payment is for. You may select suppliers from a selection list by clicking the "Looking glass" button to the right.
- Once you have finished entering the information in the **Header** panel, click **Save.** You may now enter details about this payment.

2. Editing Supplier Payments

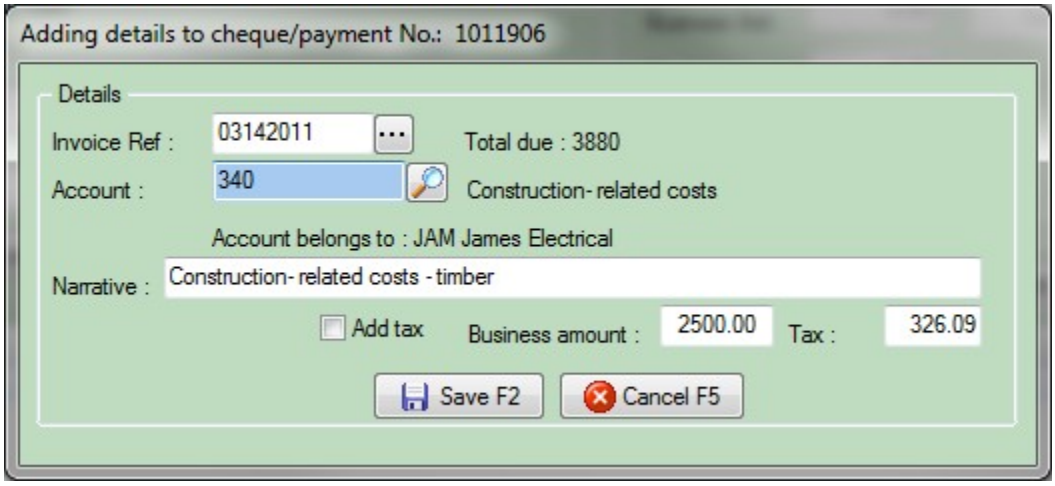
You cannot change the **cheque/payment number, or Bank account** when editing the header if

there are any detail lines. **If a cheque has been reconciled you may not change the date or the amounts.**

WARNING - If you created a cheque for the wrong bank account, it will have the wrong cheque number, unless you entered it manually. If it has the wrong cheque number, and there are cheque details, you must delete and re-enter it.

3. Details:

Enter as many detail lines as required. Each line specifies the ledger account the payment is allocated to.



- Click **Add** in the Details panel. The above form activates with the fields cleared.
- If the detail is for a supplier invoice enter the invoice code into **Invoice ref**. The only valid invoice(s) is for the supplier selected when creating the transaction.
- Enter, or select, the ledger account code in the **Account** field. If the account selected splits transactions between business and domestic allocations the **Total Amount** and **Business Amount** fields display.
- Enter the amount into the **Amount** field, if it displays; otherwise enter the amount into the **Business Amount** field. If entering into the Amount field business amount calculates and displays automatically. To enter the amount exclusive of GST check the **"Add tax"** box.
- If creating a payment for a regular supplier's invoice select the invoice line(s) to be included in this cheque by clicking on the ellipsis [...] button beside the Invoice Ref field. When you select a supplier charge the details appear in the details panel.
- If you do not use supplier charges enter all the details. In that case Invoice number is not compulsory because it is for information purposes only.
- Once satisfied with the details, click **Save**.

If the bank account does not permit an overdraft, or the overdraft limit is exceeded by the payment total, you are warned. You may still proceed, as it is possible the bank account has the required funds. In that case update the bank account balance in Retail Business by entering the required deposit.

4. Payments not on Bank Statement:

If entering cheques for an opening balance, enter the cheque number. Once saved that (plus one) is the number used to create the next cheque.

5. Refunds

Use refunds if you are using the Hybrid or invoice accounting basis, or are using creditors and debtors. Other wise refunds are simply cash transactions.

There are two types of refunds - client refunds recorded through Cheque/Payments.
- Supplier refunds recorded in Payments

Client Refunds:

Client refunds may be made by cheque, electronic funds transfer, or cash. They must relate to an existing transaction - either invoice or cash. If using money from petty cash (already withdrawn from the bank account as an expense) “pay” yourself the value of the refund (as income), and record the refund as a cash expense, with no change to the bank account balance. In the case of an electronic funds transfer (from your bank account to the client's), record the transaction as a payment, linked to the original transaction.

Client refunds can be made using the Cheques/Payments form. Check the **Client refund** box. Refunds are distinct from credit/debit notes and write offs. Write offs relate to charges that have been invoiced. Refunds are repayments for something the client has already paid and you have to return some, or all, of the payment.

Supplier Refunds:

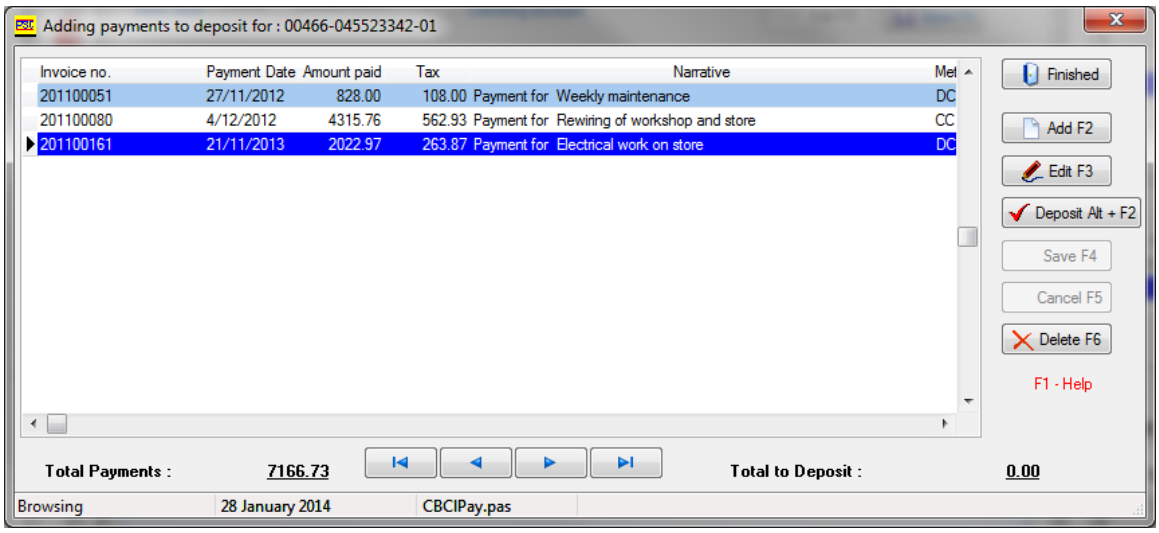
Supplier refunds can be entered by using the Supplier Refund form (From Supplier operations) or through the Payments form (By clicking Supplier Refund in the Type panel). A supplier refund is a payment and can be added to a detailed bank deposit.

Client Payments

Banking client payments may be handled in two ways:

- Accumulate them to add them to a Deposit to be banked on the current, or next, day. Use this method if using the cash accounting basis and not using the Client/Debtors functions. Single line bank transactions cannot link to client invoices you must enter them as detailed transactions.
- Enter payments as they come in, into Client Payments or Cash Payments and link the transactions into the deposit when you create it (as a Detail Transaction). Use this method if using the Hybrid or Invoice accounting basis. If a payment is not to be banked immediately it can be entered and deposited later.

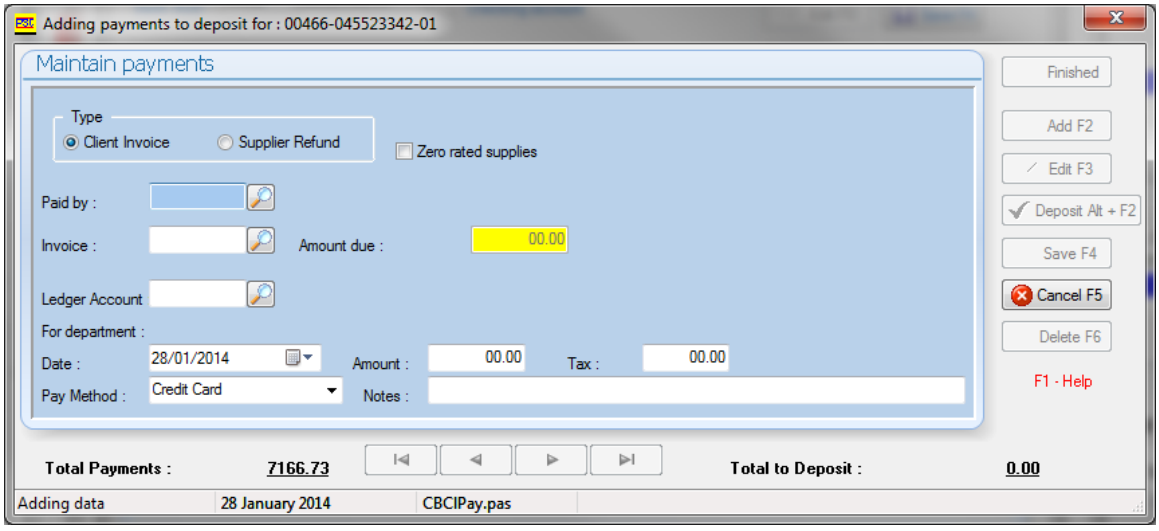
Maintain Client Payments: Displays all client payments.


Adding payments to deposit for : 00466-045523342-01
Invoice no. Payment Date Amount paid Tax Narrative Met
201100051 27/11/2012 828.00 108.00 Payment for Weekly maintenance DC
201100080 4/12/2012 4315.76 562.93 Payment for Rewiring of workshop and store CC
201100161 21/11/2013 2022.97 263.87 Payment for Electrical work on store DC
Finished
Add F2
Edit F3
Deposit Alt + F2
Save F4
Cancel F5
Delete F6
F1 - Help
Total Payments : 7166.73
Total to Deposit : 0.00
Browsing
28 January 2014
CBCIPay.pas

If a payment has been deposited it may not be edited, or deleted. If “Deposited" displays the payment has been deposited.

Adding payments:

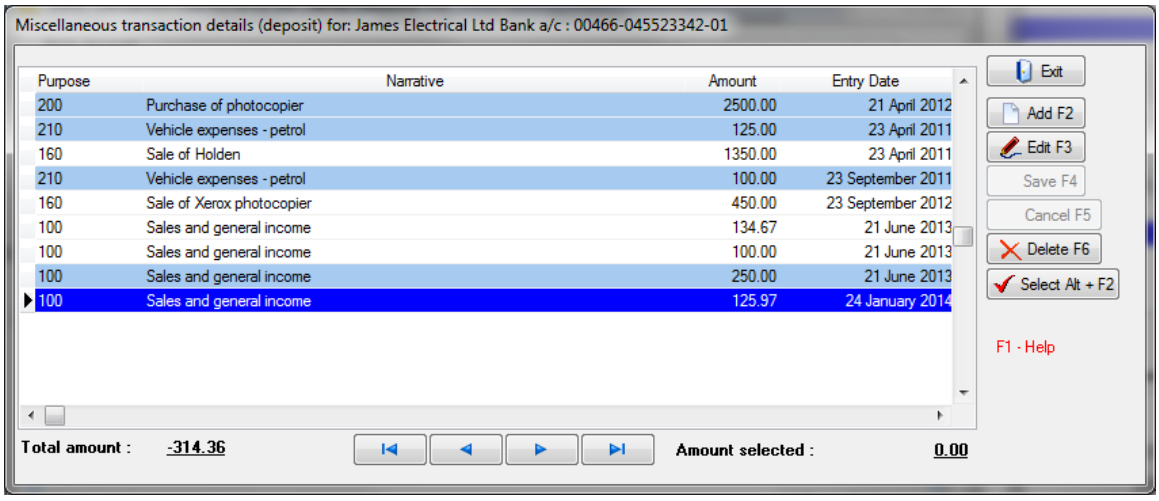
- Click the "Add" button. The editable fields are cleared and enabled.
- If this is a supplier refund check the "Supplier Refund" button in the **Type** panel. The default is Client Invoice.
- In the **Paid by** field enter the client code. If entering a client payment enter, or select, a client code, other wise a supplier code. If using Job Costing, and the selected client has a job set up, a "Client Jobs" panel displays. Invoices linked to jobs display that job.



- Select an existing invoice from the selection list (Click on the button at the right of the field), or enter the invoice number if you know it. This results in the description of the invoice (if there is one) displaying along with the amount due. The amount owing displays to the right of the invoice field.
- If the payment is for an invoice for exported goods, and zero-rated supplies was checked when creating it, the **zero rated supplies** box is checked.

- Enter the cash account the payment is for.
- Enter the date of the payment.
- Enter the amount of the payment if it differs from the amount due.

The following form displays payments not yet deposited. Start this form from the Bank Transactions form if adding or editing a detail transaction. Activate it by clicking the **Receipts** button.


Miscellaneous transaction details (deposit) for: James Electrical Ltd Bank a/c : 00466-045523342-01
Purpose
Narrative
Amount
Entry Date
200 Purchase of photocopier 2500.00 21 April 2012
210 Vehicle expenses - petrol 125.00 23 April 2011
160 Sale of Holden 1350.00 23 April 2011
210 Vehicle expenses - petrol 100.00 23 September 2011
160 Sale of Xerox photocopier 450.00 23 September 2012
100 Sales and general income 134.67 21 June 2013
100 Sales and general income 100.00 21 June 2013
100 Sales and general income 250.00 21 June 2013
100 Sales and general income 125.97 24 January 2014
Exit
Add F2
Edit F3
Save F4
Cancel F5
Delete F6
Select Alt + F2
F1 - Help
Total amount : -314.36
Amount selected : 0.00

You may carry out receipts maintenance as well as select receipts to add to bank deposits. As you select receipts for deposit they disappear from the form.

Payments must be linked to existing, billed, invoice(s).

Using Hybrid or Invoice Basis:

A receipt must be matched to an existing invoice. You may enter multiple receipts against an invoice, but each receipt must relate to only one invoice. This enables the system to calculate possible write offs, and also overdue debt. A client may make a part payment, and it is possible to track what has not been paid. If a receipt is for multiple invoices make an entry for each invoice it relates to. When entering an existing invoice number in the receipts form, how much is owed displays.

Cash payments can be banked, when they are not the result of an invoice, by using the deposit's miscellaneous details. Cash payments used to pay invoices can be entered using the Payments form. If accepting cash payments, create a ledger account for them (for example with a code "CASHR" (or whatever your accountant is using), and a description "Cash receipts"). You can create a "client" called "CASH" to enable the generation of cash invoices when required for GST purposes (for example if using Front Counter). In that case enter those payments in this form.

Bank Transaction Maintenance

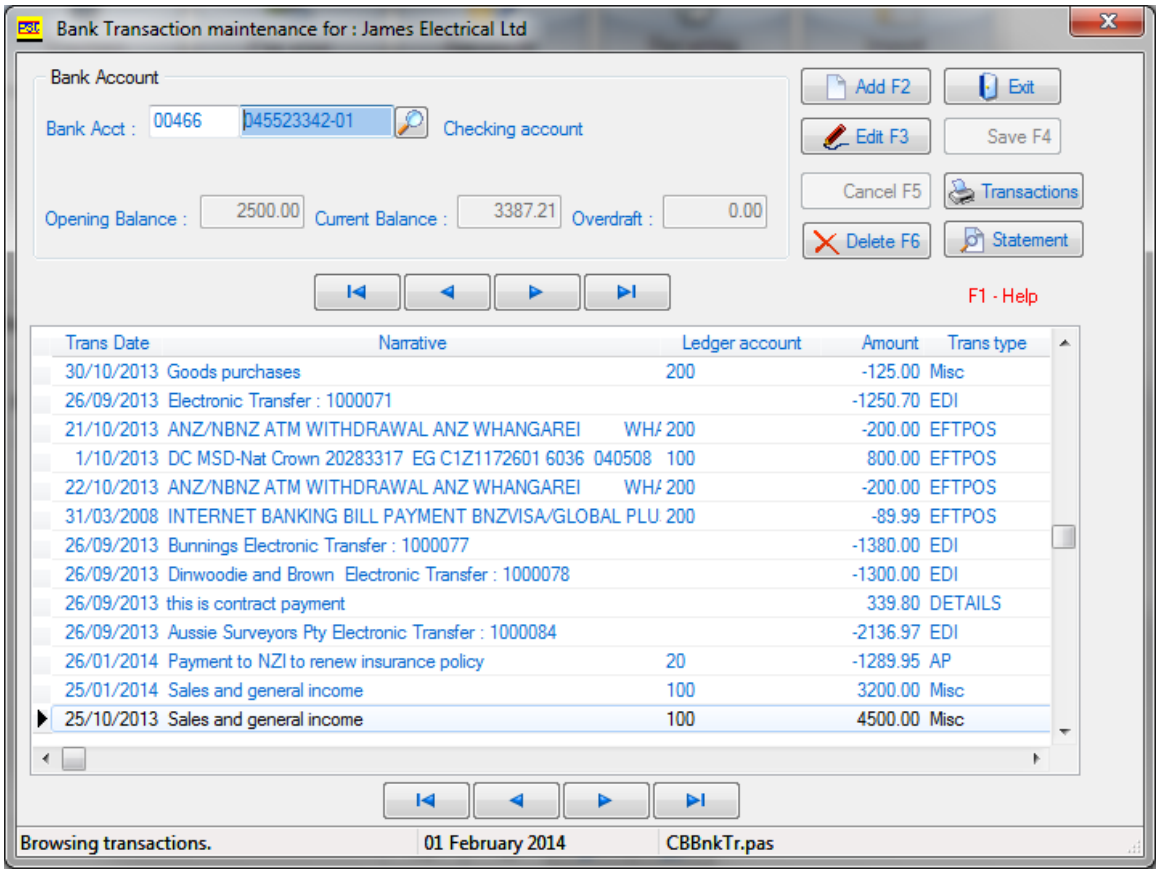
Use this form to carry out all operations on bank accounts, except for cheques. They are:

- Deposits
- Withdrawals
- Transfers between accounts
- Bank fees
- Interest payments

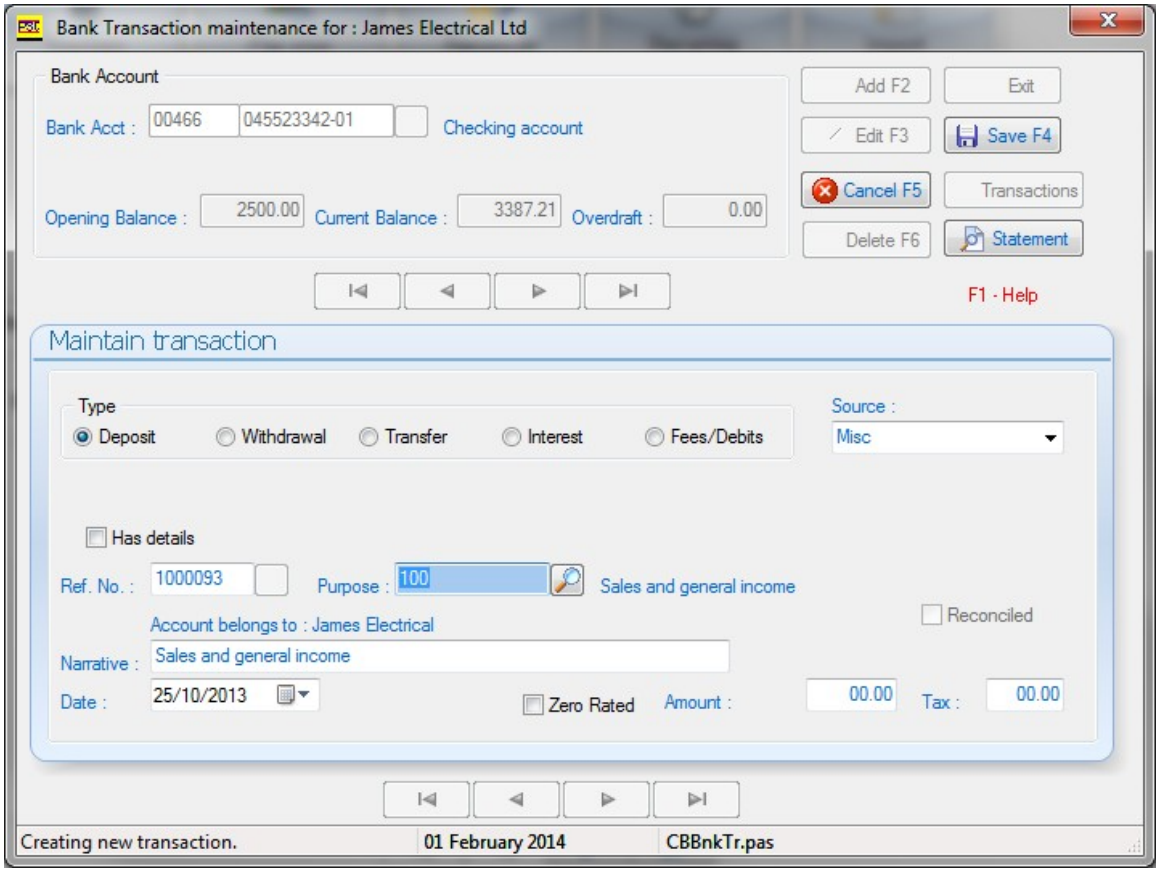
You can add transactions for multiple ledger accounts into a single detailed bank transaction.

Note: If you have set up a bank account so it applies to one department (and you have multiple departments) you cannot create transactions for ledger accounts linked to other departments. Should you attempt to do so you will be warned, and the save button disabled.

Adding bank transactions.


Bank Transaction maintenance for : James Electrical Ltd
Bank Account
Bank Acct : 00466 045523342-01 Checking account
Opening Balance : 2500.00 Current Balance : 3387.21 Overdraft : 0.00
Add F2
Exit
Edit F3
Save F4
Cancel F5
Transactions
Delete F6
Statement
F1 - Help
Trans Date Narrative Ledger account Amount Trans type
30/10/2013 Goods purchases 200 -125.00 Misc
26/09/2013 Electronic Transfer : 1000071 -1250.70 EDI
21/10/2013 ANZ/NBNZ ATM WITHDRAWAL ANZ WHANGAREI WHA 200 -200.00 EFTPOS
1/10/2013 DC MSD-Nat Crown 20283317 EG C1Z1172601 6036 040508 100 800.00 EFTPOS
22/10/2013 ANZ/NBNZ ATM WITHDRAWAL ANZ WHANGAREI WHA 200 -200.00 EFTPOS
31/03/2008 INTERNET BANKING BILL PAYMENT BNZVISA/GLOBAL PLU 200 -89.99 EFTPOS
26/09/2013 Bunnings Electronic Transfer : 1000077 -1380.00 EDI
26/09/2013 Dinwoodie and Brown Electronic Transfer : 1000078 -1300.00 EDI
26/09/2013 this is contract payment 339.80 DETAILS
26/09/2013 Aussie Surveyors Pty Electronic Transfer : 1000084 -2136.97 EDI
26/01/2014 Payment to NZI to renew insurance policy 20 -1289.95 AP
25/01/2014 Sales and general income 100 3200.00 Misc
25/10/2013 Sales and general income 100 4500.00 Misc
Browsing transactions.
01 February 2014
CBBnkTr.pas

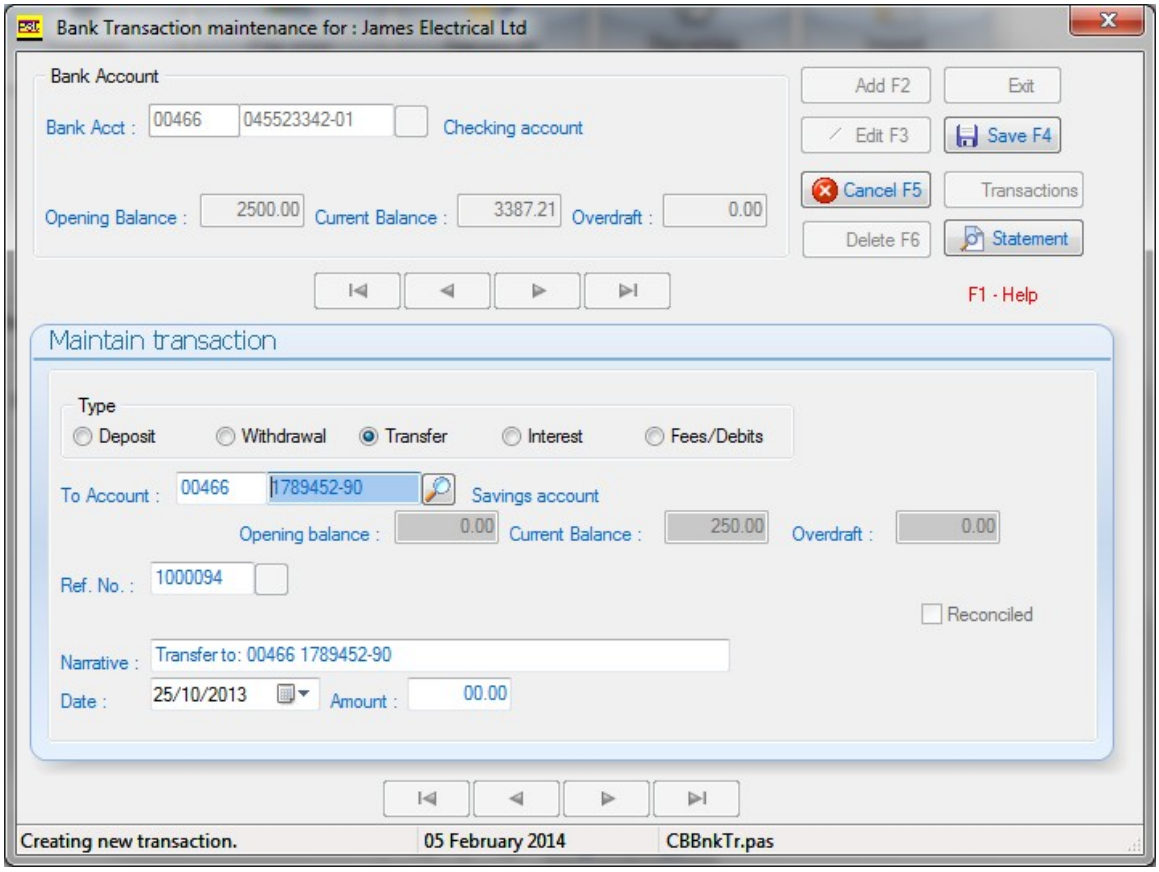
- Select the bank account to operate on. If there are any transactions in this account they display in the list. **Reconciled transactions may not be deleted.**
- Click the **Add** button.



- **Ref No** is allocated automatically. There is usually no reason for changing this.
- Select the transaction **type**. Click one of the buttons labelled "Deposit", "Withdrawal", "Transfer", "Interest" or “Fee/Debits”. Depending on which button is clicked the bottom panel changes. If you click "Transfer" fields display that relate to the destination account.
- If transferring between accounts, select the source account in the top panel. The destination account cannot be the same as the source account. Select the destination account by clicking on the button to the right of the destination bank account field.
- Select the **source** of the transaction from the drop down list. This is compulsory. If entering a detailed transaction the source defaults to “DETAILS”.
- Enter the **Purpose** – or select from a list of ledger accounts
- Enter the **Narrative**. This can be as descriptive as you like to enable you to identify the transaction.
- Enter the **date**. This defaults to the date of the previous transaction.
- Enter the **amount** of the transaction. If it is a withdrawal enter it as a positive. The software will convert it.
- GST Is calculated automatically if you are registered.

IMPORTANT! The selected transaction type determines how the balances are calculated - make sure you have selected the correct one.

If entering a transfer transaction the form appears as follows:



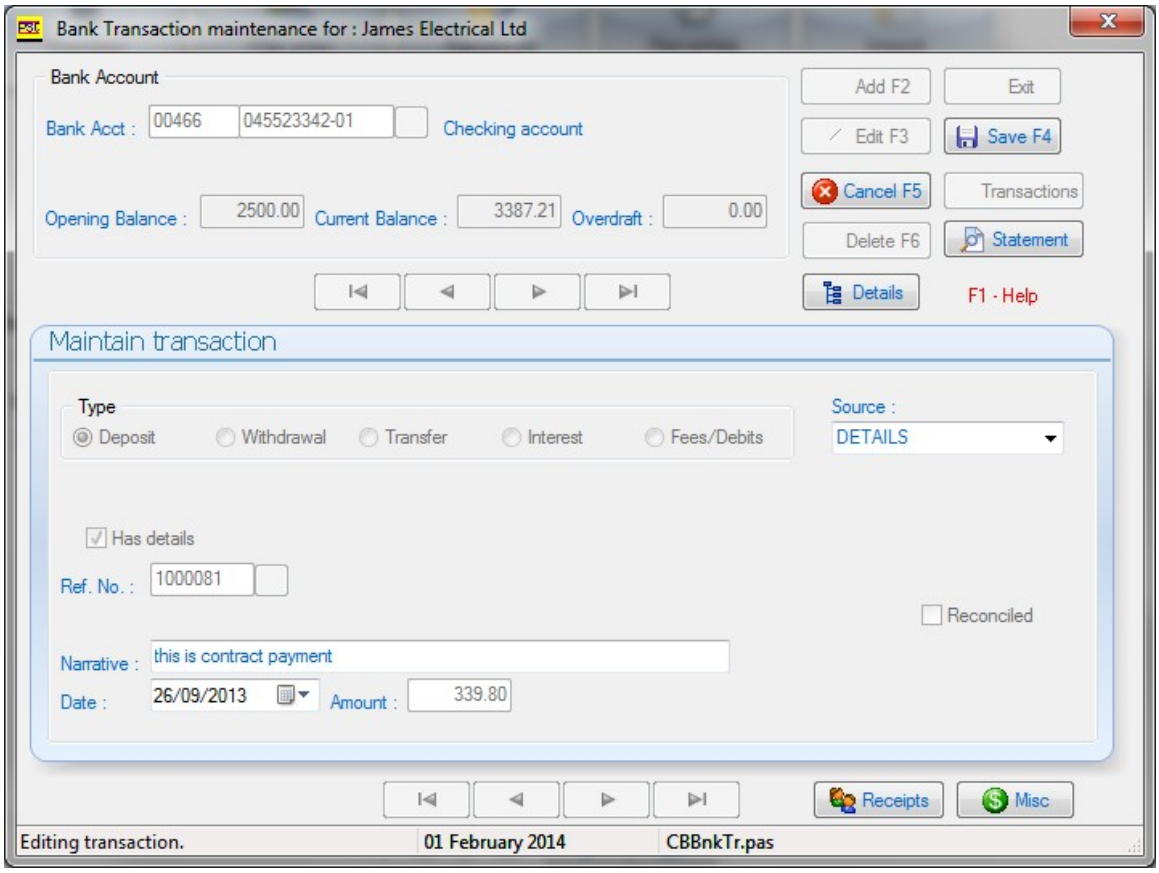
- Generally there is no need to change the narrative.
- When making transfers between accounts there is no need to enter a ledger account as transfers are neither income nor expenditure.

There are two ways of entering deposits and withdrawals:

- **One bank transaction and a single ledger account entry**. Enter everything on the main bank transaction form. Leave the **Has details** box unchecked. These transactions are described above.
- **One bank transaction, with multiple transaction entries**. To allocate multiple transactions check the **"Has details"** box. A button displays labeled "Details". This button enables you to view the transactions once they have been added. Do not enter a total transaction amount.

Detailed Bank Transactions.

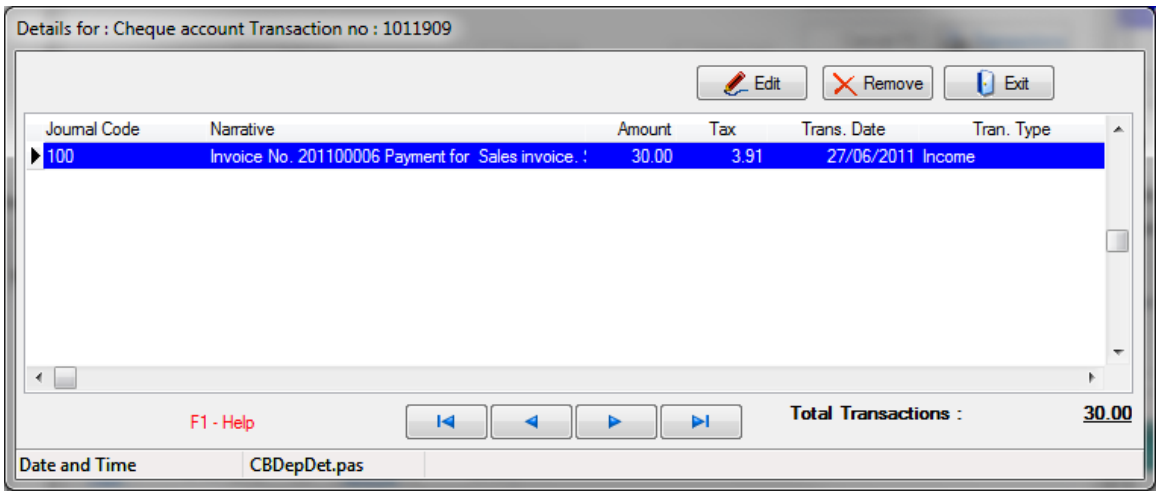
- Two buttons are visible at the bottom of the form.
- If depositing customer receipts click **Receipts.** If miscellaneous transactions click the **Misc** button.
- A detailed bank deposit can consist of details from both and the total value of the details from each (including any expenses) display as the total on the form.
- Once you exit either form, the new total amount of the deposit or withdrawal displays, and the transaction is saved automatically. **Details can only be entered for deposits and withdrawals.**
- A deposit can consist of a combination of income or expense transactions. Providing the total is greater than zero.



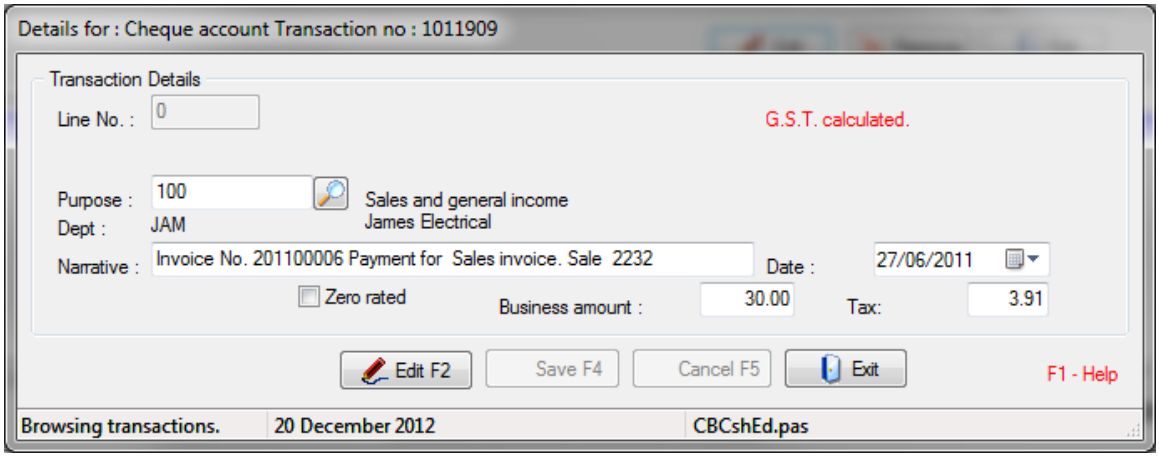
The **amount** stays at zero until transactions have been selected from either client receipts or miscellaneous cash transactions forms.

Once you have created the transaction you can edit the details by clicking the Details button at the top right.

The following form activates:



To edit the transaction click Edit. The following form activates:



To remove the detail line click **Remove**. The amount of the bank transaction changes. If you remove all lines the bank transaction is deleted.

Editing transactions

When editing transactions the transaction type cannot be changed. This is because it is used to set how bank balances are updated.

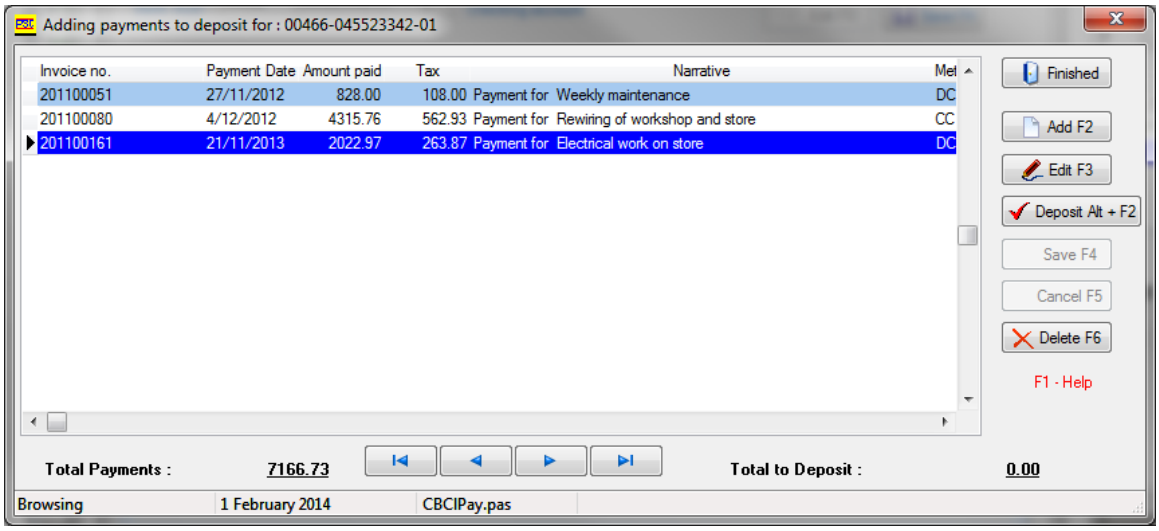
All other visible fields may be edited. When editing, or adding, the "Details" button is disabled.

Miscellaneous Cash Transactions

Use this form to make up bank transactions consisting of transactions allocated to different ledger accounts. The entries made here can be used to accumulate a running total as they are added to a bank transaction. Once bank reconciliation has been carried out for the transaction no further entries can be added. Changes to the amounts entered in this form automatically update the value of the bank transaction when the transaction is selected. There is no need to remember the amount.

Depositing client payments:

Use this form to select payments to deposit. Activate the form by clicking the "Receipts" button in the Bank Transactions form.


Adding payments to deposit for : 00466-045523342-01
Invoice no. Payment Date Amount paid Tax Narrative Met
201100051 27/11/2012 828.00 108.00 Payment for Weekly maintenance DC
201100080 4/12/2012 4315.76 562.93 Payment for Rewiring of workshop and store CC
201100161 21/11/2013 2022.97 263.87 Payment for Electrical work on store DC
Finished
Add F2
Edit F3
Deposit Alt + F2
Save F4
Cancel F5
Delete F6
F1 - Help
Total Payments : 7166.73
Total to Deposit : 0.00
Browsing
1 February 2014
CBCIPay.pas

Select the relevant entry and click **Deposit**. The entry is removed from the list.

Miscellaneous Cash Transactions

Use this form when dealing with cash that has been paid to you and not deposited. For example, if a client makes a cash payment and you retain the money to pay for goods and services rather than banking it.

Or you have received a payment and intend to bank it. Or have paid for an expense with cash from petty cash (do people use that any more?).

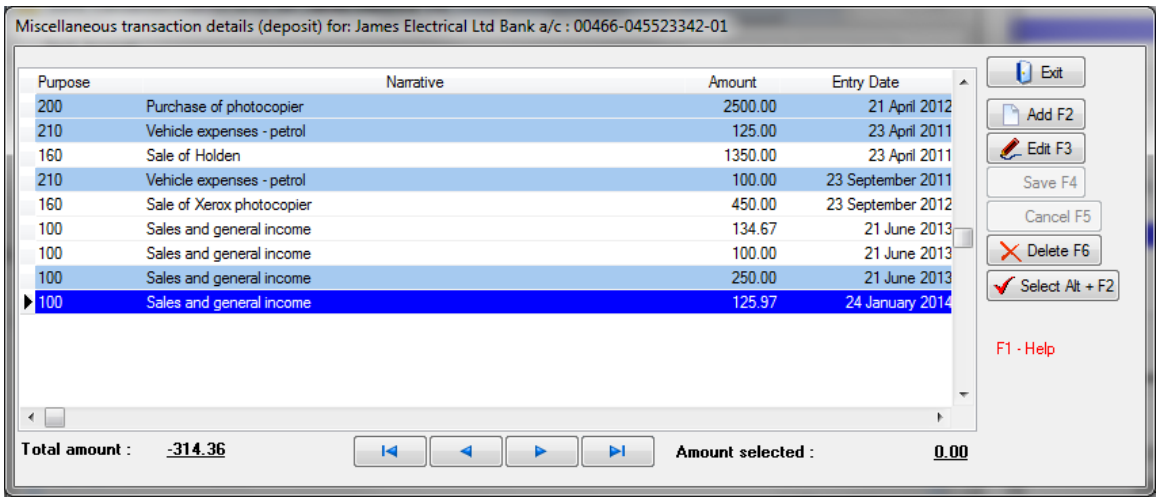
For a payment there should be at least two entries for each payment: the payment itself, and the expenditure the payment is used for. The expenses can be for multiple items.

Example 1:

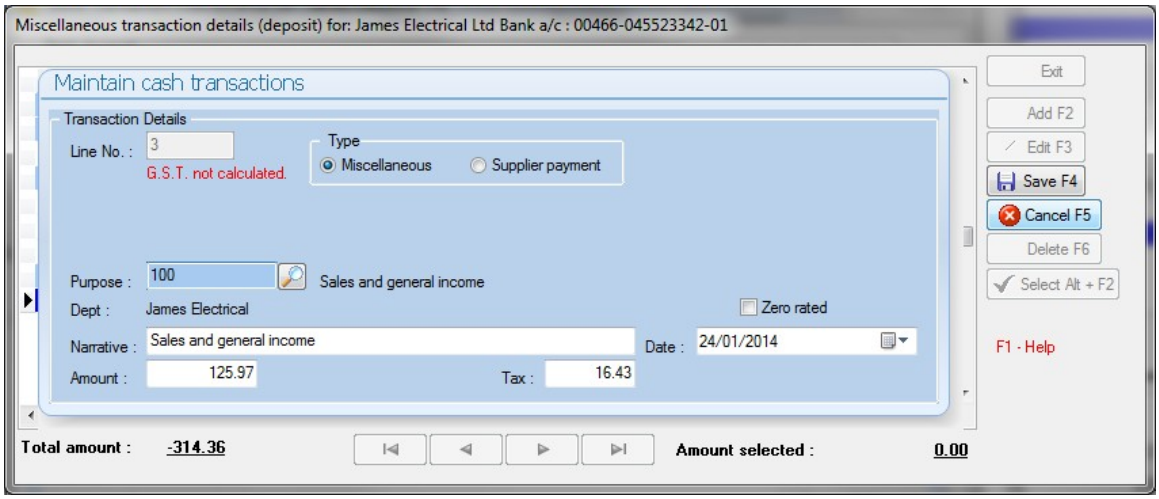
You have withdrawn $300 from the bank for domestic expenditure (income derived from a partner's income). You use $50 to fill up the van. In that case you enter $50.00 as income (because you are using it for business purposes) and $50.00 as expenditure. Note there is no effect on the bank balance and you don't need to make a special journal adjustment.

Example 2:

You are paid $250 in cash for carrying out a service. You keep $50 for petrol, and bank the $200. There is one entry in bank deposits of $200, and two entries in the General Cash Transactions entries - income of $50, with the same income journal code as the deposit, and expense of $50 for the petrol


Miscellaneous transaction details (deposit) for: James Electrical Ltd Bank a/c : 00466-045523342-01
Purpose
Narrative
Amount
Entry Date
200 Purchase of photocopier 2500.00 21 April 2012
210 Vehicle expenses - petrol 125.00 23 April 2011
160 Sale of Holden 1350.00 23 April 2011
210 Vehicle expenses - petrol 100.00 23 September 2011
160 Sale of Xerox photocopier 450.00 23 September 2012
100 Sales and general income 134.67 21 June 2013
100 Sales and general income 100.00 21 June 2013
100 Sales and general income 250.00 21 June 2013
100 Sales and general income 125.97 24 January 2014
Exit
Add F2
Edit F3
Save F4
Cancel F5
Delete F6
Select Alt + F2
F1 - Help
Total amount : -314.36
Amount selected : 0.00

- To add a new transaction click “Add”. The form appears as follows:



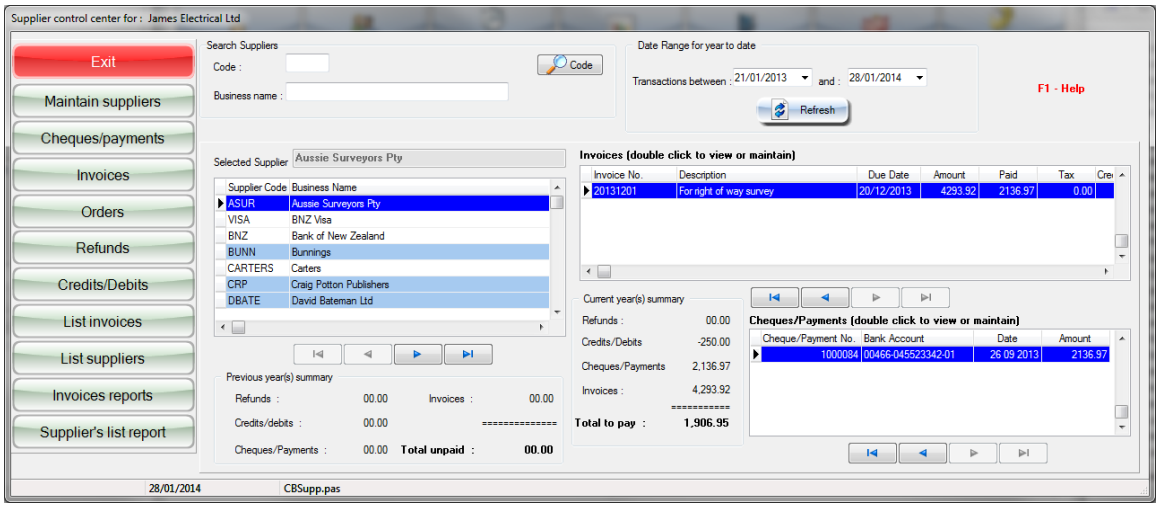
- Select the type of transaction. The default is Miscellaneous . If **Supplier payment** is selected a “Supplier Code” field appears. To save the record a valid supplier must be selected.
- Enter the **Purpose (ledger account)**.
- Enter the **narrative**. Make this as descriptive as necessary. It defaults to the description of the ledger account.
- Enter the **date** of the transaction.
- Check **“Zero rated”** if the item was sold to an overseas client.
- Enter the **business amount**. GST is calculated automatically unless “Zero rated” is checked.

If the transaction has been included in a GST imputation run only purpose and narrative can be changed.

Supplier Operations

Use this form when working on suppliers and entering transactions related to supplier invoices such as payments, credit/debit notes and refunds. The form provides an overview of the situation

in relation to the supplier. It displays how much they have been paid, and how much is owed.



- The form includes financial summary information for the current year, and totals from previous years.
- To change the year change the dates. Click **Refresh**. The new dates will be used from now on. Or until you change them again.
- To edit any transaction displayed double click the highlighted one.

To add or edit suppliers, click the **Suppliers** button. The supplier maintenance form opens.

Supplier Maintenance

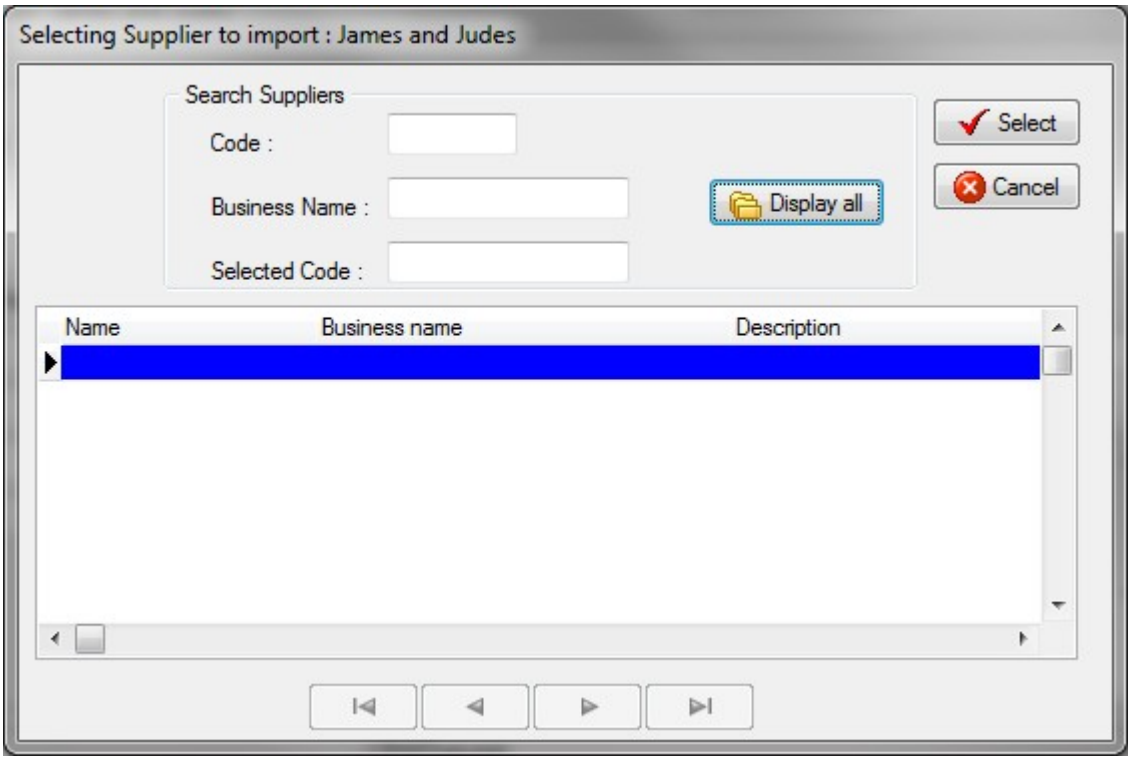
It is not necessary to create any suppliers (creditors) if using the Payments accounting basis. If GST is set up on the Invoice basis, use Suppliers as GST is based on invoices in the month they are received. Suppliers can be used regardless of the GST basis. If operating on the Payments basis using Suppliers allows you to keep track of your commitments for budgeting purposes.

Create suppliers if you intend to use the stock/inventory and create stock orders.

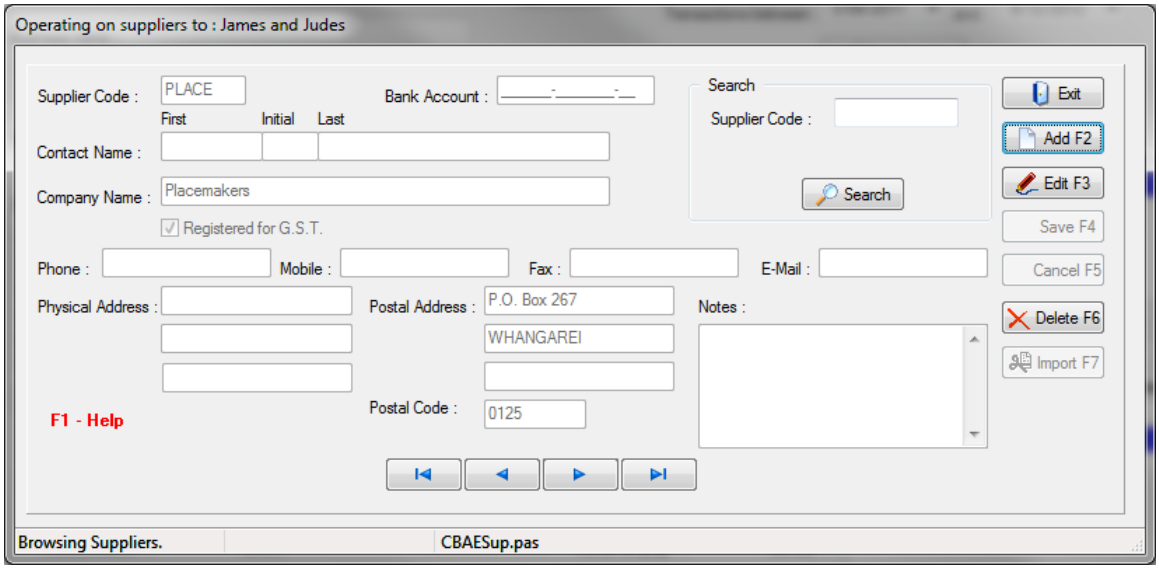
If you have a large number of "one-off" charges you can create a "Miscellaneous" supplier. Do not use a supplier code of "MISC" as that is used in Cheques/Payments to define one-off payments not linked to a supplier record. If you create a miscellaneous supplier cheque payments not linked to a supplier are automatically defined as "MISC" and appear as such on the Supplier Charges report.

Importing Suppliers from other companies

If you are acting as a bureau for others, or have multiple companies, it is possible to "import" suppliers that belong another company. Click the "Add" button, then the "Import" button. A form opens that enables you to search for the supplier you want. When you find them, highlight them on the list, click "Import" and you are returned to the main supplier form with the fields now populated with the details of the selected supplier. Click the "Save" button, and the supplier is saved with a link to the currently active company. The original supplier is still available to the company it was imported from.



The supplier maintenance form is as follows:



- To create a new supplier click **Add**.
- Enter a **supplier code** to identify them. This must be unique. Compulsory.
- **Bank account** is optional. This is currently not used.
- **Contact name** is optional.
- **Company name** is optional. It is a good idea to include this as it helps you identify the supplier when selecting them from a list.
- If the supplier is registered for GST check the **Registered for GST** Box. If this box is not checked payments made to them do not include GST This setting overrides the Company, department and Ledger accounts GST settings. Compulsory.

- Enter their postal address if you intend to create stock orders. Even if you send orders by email the address is included.
- Enter their email address if you intend to email orders.

Supplier Invoices

Using supplier invoices can improve control over commitments. And can help provide an indication of whether there is sufficient funds to pay them.

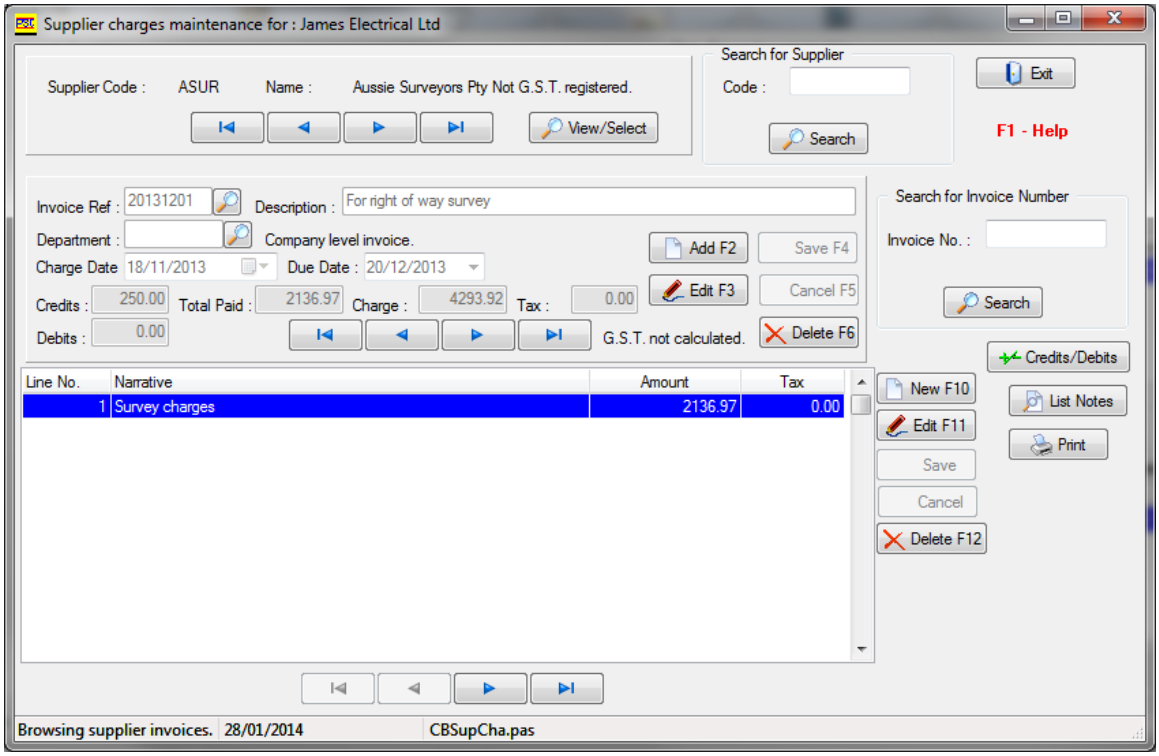
Supplier charges require that the ledger accounts be set up.

An invoice may be divided between multiple departments and accounts..

Decide whether the goods are for one ledger account. If they are, and you don't wish to track how much of each item was supplied, enter one line only. Otherwise enter as any lines as there are different ledger accounts, or items to track.

To keep track of what charges are due enter the due date. This enables the generation of a creditor's aging report as well as supplier charges reports.

Make sure the correct supplier displays in the top panel.



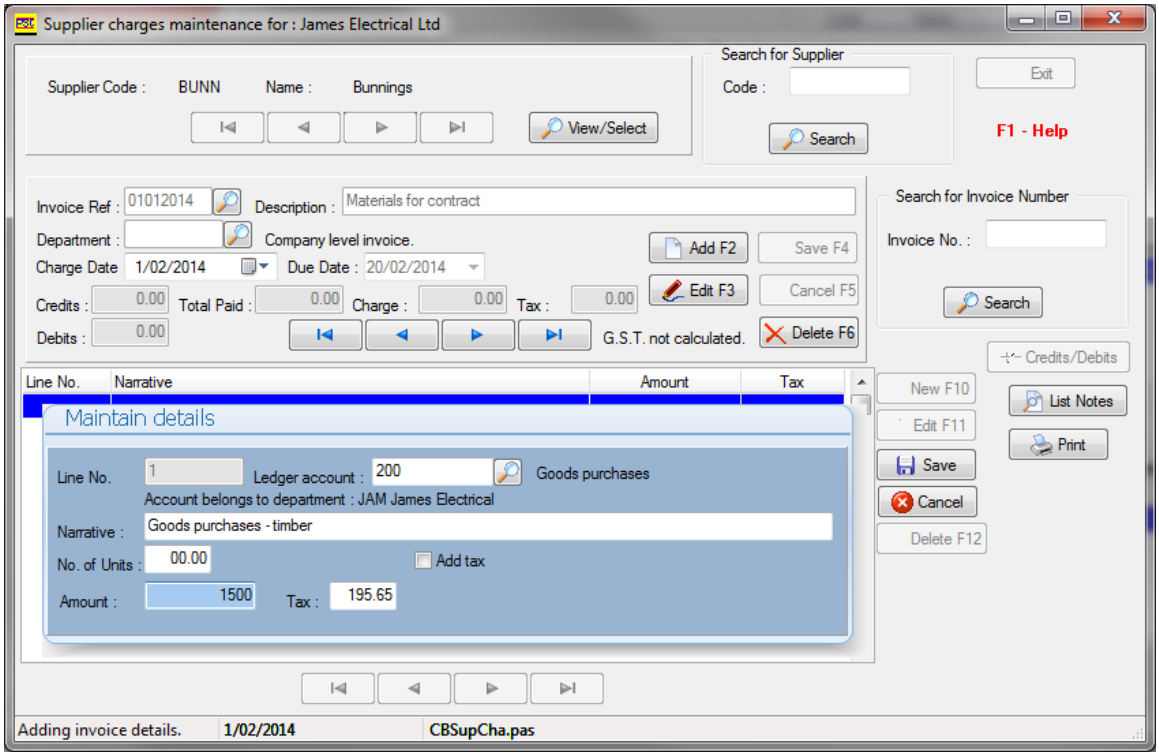
- To create a new invoice click **Add**, other wise click **Edit**.
- Enter the supplier's invoice number - this field is compulsory. If the supplier does not provide an invoice number you can use any other unique number.
- Enter a description of the invoice - this is not compulsory but using it makes it easier to identify the invoice when you come to pay it..
- Enter the charge date (from the invoice) or enter today's date - if you are adding, today's date is already displayed.
- Enter the date the invoice is due to be paid by. This enables you to keep a track of your

commitments. When you are adding this is automatically set at 20 days from today.

- You do not need to enter anything in the amount and GST fields. The amounts are updated as you add, or change, the amounts for each line.
- Click "Save" when you are sure the new data is correct. If you are adding a new invoice, the details part of the form displays.

To create a new invoice line, click **Add** beside the details list. Otherwise click Edit. Each Invoice must have at least one detail line.

Maintaining Supplier Invoice Details

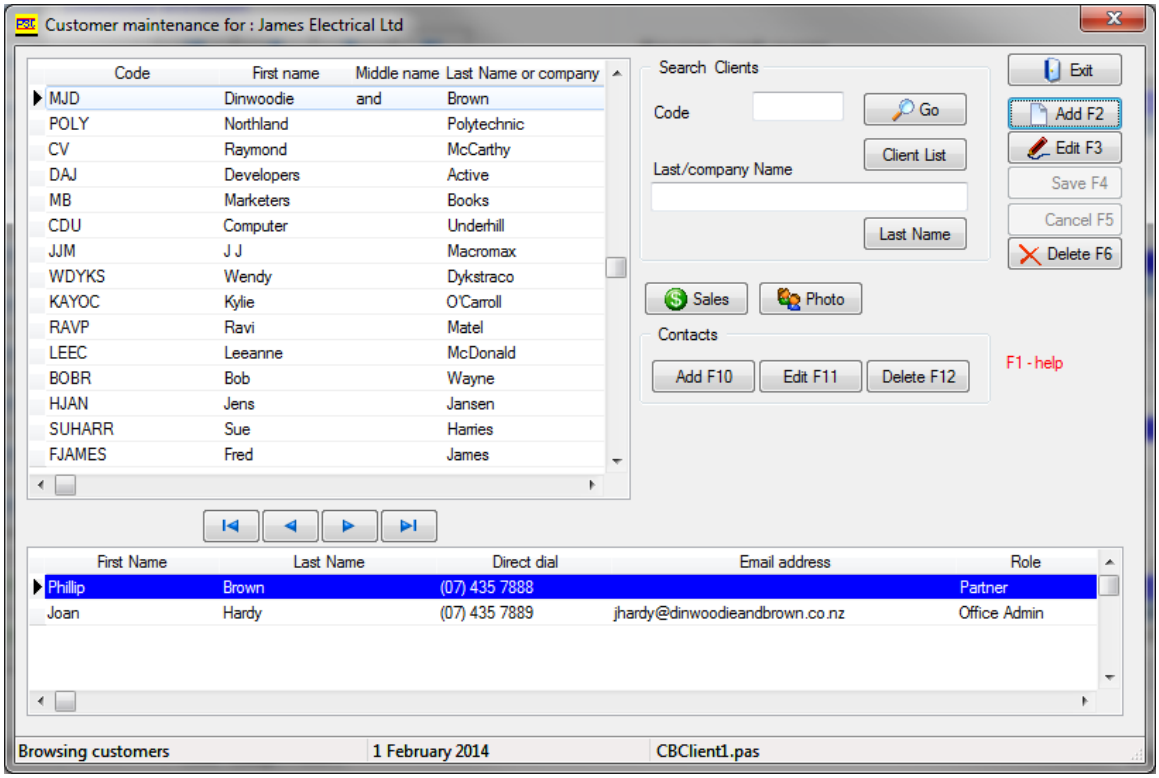


- Click **New**, the **Line No**. field displays a new number. This field cannot be edited.
- Enter, or select, the **ledger account**. This field is compulsory. When selected the department the code belongs to displays immediately underneath.
- Enter a description of the line/materials. The narrative defaults to the description of the ledger account.
- Optionally enter the number of items supplied.
- Enter the amount of the line's value into **Amount**. The **Tax** field updates automatically as the value is entered. Enter the amount as GST inclusive.
- If the invoice has the GST amount as one total at the bottom of the invoice, check the "Add Tax" box. GST to pay is then calculated and added to the line amount. **Warning -** the "Add Tax" box is to help with calculating GST only. The amounts are saved, and subsequently displayed, with GST added. The **Add Tax** box is visible if the ledger account is entirely for business purposes.
- The **Tax** field may be changed if the calculated GST differs from the amount on the supplier invoice.
- When you click **Save** the invoice totals are updated in the top panel.

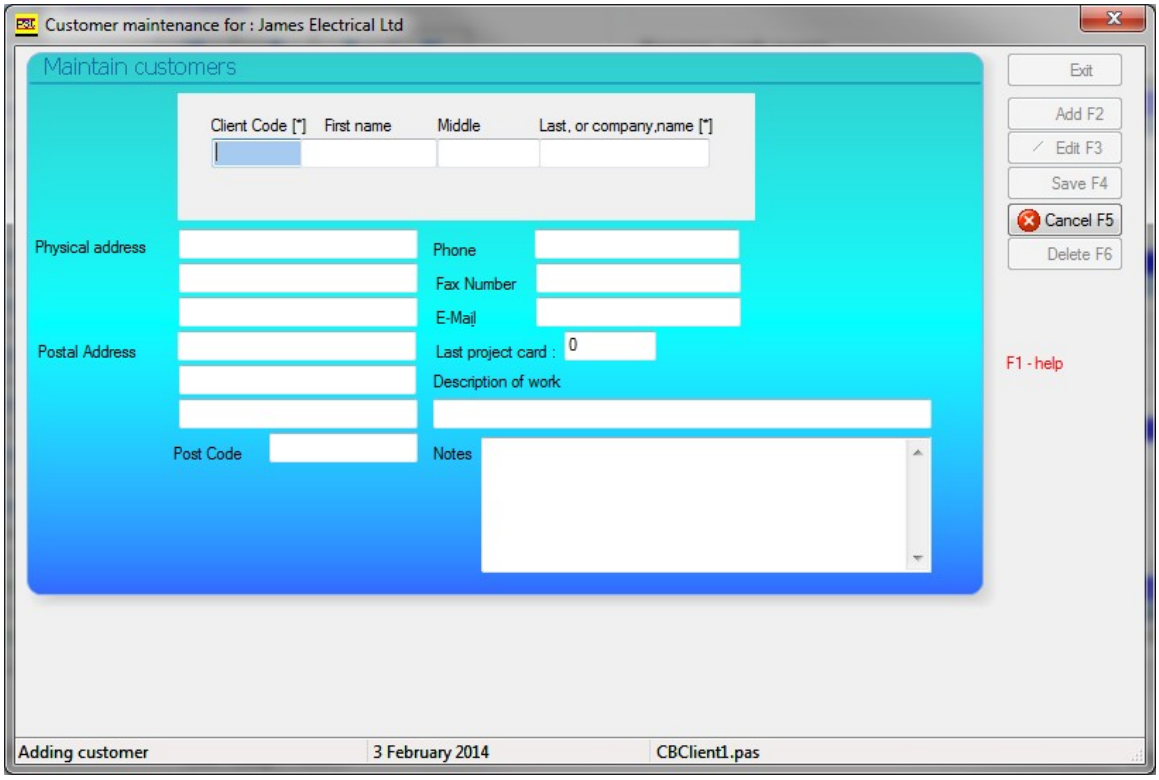
Clients/Debtors

You must maintain client (debtors) records if using the invoice accounting basis for GST.

Using the debtors facility you may keep track of all invoices, credits/debits and write offs and client payments. It is possible to run the debtors aging report, bill clients, track client debts, and write off unpaid debts. These figures are important for the end of year balances.



- To create a new client click **Add.** The form appears as follows:



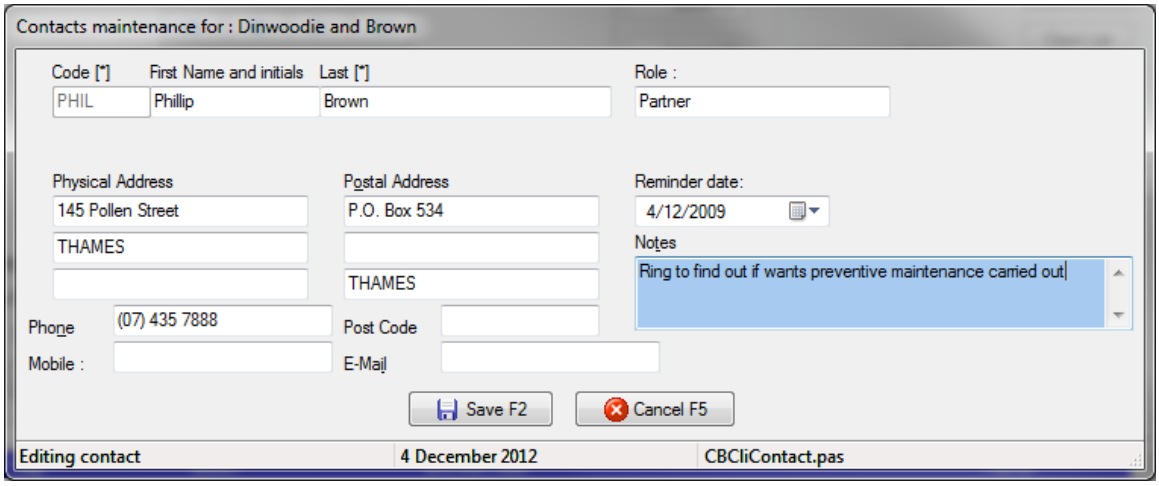
- **Client's Code** and **Last or Company name**, are compulsory fields. Client's code must be unique.
- Enter an individual's name, or that of a full company. For example, if the company is called The Mighty Moving Company Ltd, enter "The" into **first name**, "Mighty" into **initials**, and "Moving Company Ltd" into **last or company name**. On all reports and stationary it prints as "The Mighty Moving Company Ltd".
- If generating invoices include the **client's postal address**.
- **Physical address** is included as well because you may need/wish to visit your clients. If you make deliveries you can produce delivery dockets (from invoices) that use the physical address rather than postal.
- If their **postal address** is the same as their physical address, enter it into the postal address fields. Postal address is used for invoices, statements and quotes.
- Once the client has been saved you can enter contacts for them. Contacts are people you regularly deal with. They may also be people who are referenced on invoices to identify the place you carried out work. For example when carrying out contracts for landlords or company departments.

Deleting clients:

Clients can only be deleted if there are no active (undeposited/unpaid) invoices.. When you delete a client all information about that client is removed from the database. So be careful. If you intend to delete a client print off their invoice, payment and write off history first. This ensures the I.R.D. will be able to find the details should they decide to audit your accounts.

Client contacts:

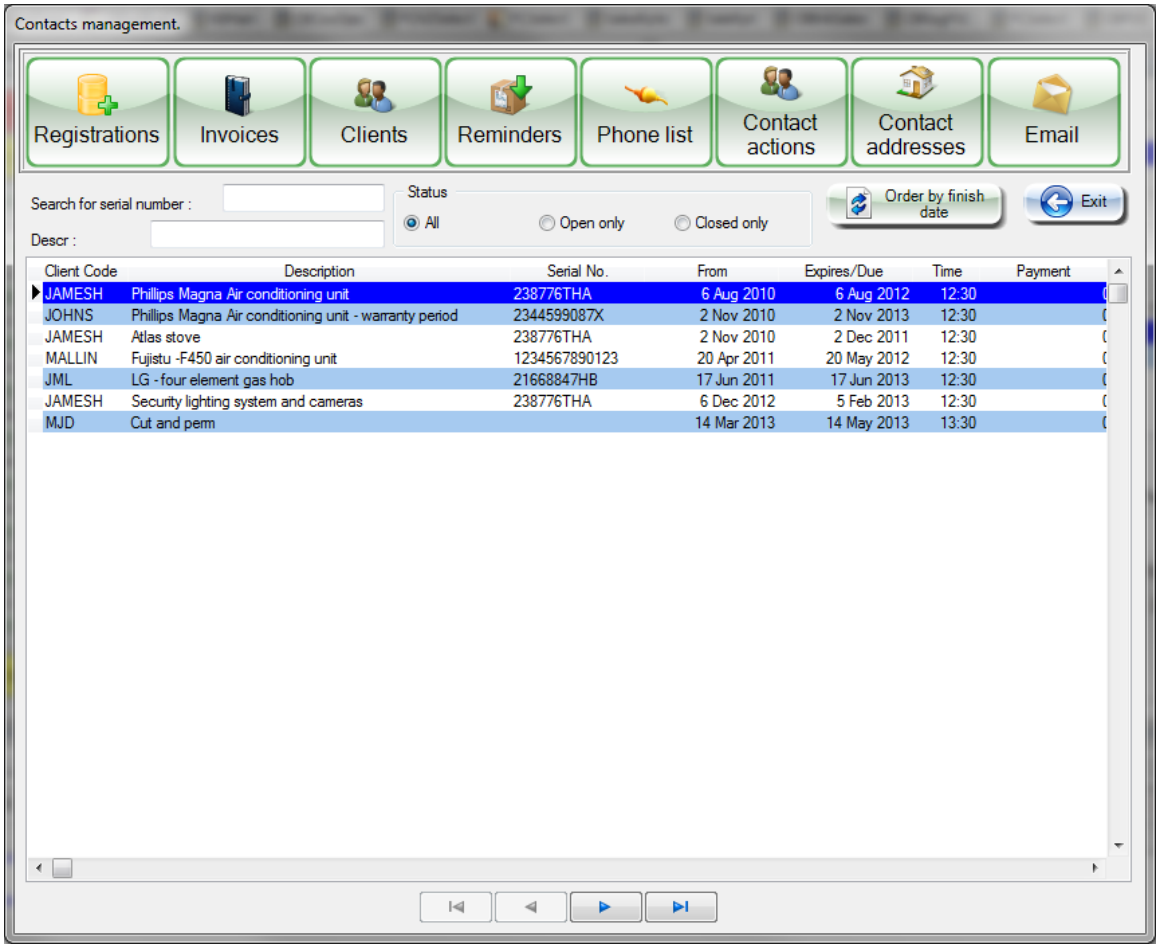
Maintain client contacts from the clients maintenance form. To create a new contact click Add in the Contacts panel. The following form displays:



- Enter a contact code. This must be unique. Once created the code cannot be changed.
- Enter the contact's first and last names.
- Everything else is optional.
- If the reminder date is today's date, and there is something in Notes, you can use the Reminder listing on the Contacts menu to check for it.
- If the contact's address differs from that of the client enter it. It can be used to identify their location when printing a contacts list.

You can set up reminder notices that can be printed from the Contacts management form. Enter Notes to describe what the reminder is about. If there are notes, and the date of the reminder has arrived, you can print a reminder report that will include all current and past reminders.

The Contacts Management form is as follows and can be activated from the main menu and from Back Office..


Contacts management.
Registrations
Invoices
Clients
Reminders
Phone list
Contact actions
Contact addresses
Email
Search for serial number :
Descr :
Status
All
Open only
Closed only
Order by finish date
Exit
Client Code
Description
Serial No.
From
Expires/Due
Time
Payment
JAMESH Phillips Magna Air conditioning unit 238776THA 6 Aug 2010 6 Aug 2012 12:30
JOHNS Phillips Magna Air conditioning unit - warranty period 2344599087X 2 Nov 2010 2 Nov 2013 12:30
JAMESH Atlas stove 238776THA 2 Nov 2010 2 Dec 2011 12:30
MALLIN Fujistu -F450 air conditioning unit 1234567890123 20 Apr 2011 20 May 2012 12:30
JML LG - four element gas hob 21668847HB 17 Jun 2011 17 Jun 2013 12:30
JAMESH Security lighting system and cameras 238776THA 6 Dec 2012 5 Feb 2013 12:30
MJD Cut and perm 14 Mar 2013 14 May 2013 13:30

You can manage your contacts from this form.

To create a new contact first create a client record. Once the client record has been created you may create as many contacts as you wish. Contacts can be included on invoices (one per invoice) and you may create reminder notices of activity to carry out.

1. Reminders - these can be printed on the date the reminder relates to. Once that date is passed you need to modify the date to get a reminder to print again.
2. Contact addresses - these are for the client and all their contacts. Providing you have included a separate address for the contact(s).
3. Phone list - this lists the numbers for the client and contacts.
4. Registration – maintain warranties and item registrations
5. Registrations list – view current warranties and registrations.

To maintain contacts click the **Add** or **Edit** buttons on the client maintenance form.

You may delete contacts. If a contact has been included as part of an invoice you will be warned that it is in use. If you still delete it the link is cleared when you next view the invoice.

If you wish to enter a reminder set the **reminder date** to the day it is due. Enter details about the reminder in the **Notes** field. To use reminders it is a good idea to get into the habit of printing the reminder report when you first logon. To do so click **Contacts** on the main menu and then **Reminders.** The report lists any reminders for the current day.

It is a good idea to make sure the reminder date is, at least, the day (or more) prior to the action to carry out. Put the date, and time, of the action to follow in the Notes field. Something like the following "Your son is due at the surgery for a checkout at 3.00pm on 12/12/2009'. The reminder date may be the 10th. In that case the reminder will appear on the list on the 10th.

If you carry out work that is warranted, or sell registered items, then maintain them through Registrations. This is the same form as is activated from Front Counter.

Use this list to check who has a current arrangement/registration. If the arrangement is due for renewal you can email a reminder by clicking Email.

If you need to change the client's details click Client. The client's maintenance form is activated with the current client displayed.

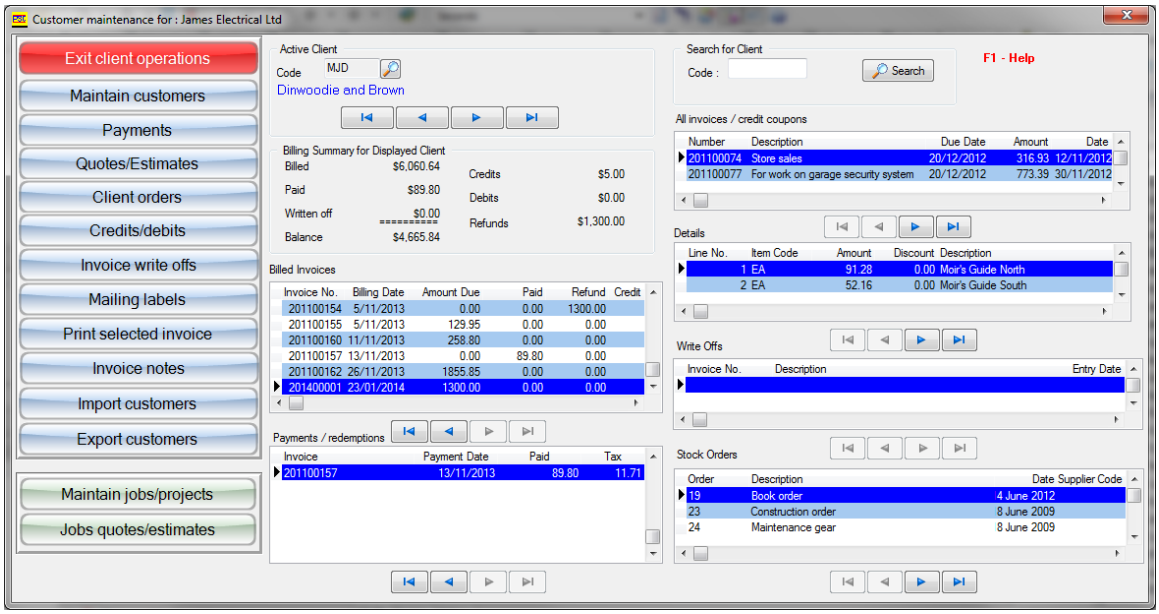
To create, or edit, an existing invoice click invoice.

To modify, or create a new, registration click Registrations.

You can exclude closed registrations by checking the Open only button in the Status panel. The default is to display all.

Client Operations

This form provides an overview of clients; what they have paid, and how much they owe including invoices, payments, write offs and credits and debits and stock orders. Activate it from Invoicing or the Company operations form.



Invoices can be printed as often as you like. Once an invoice payments entered for it write offs or credits/debits must be used to adjust the debt. GST is calculated and displayed on the invoice based on the GST set up. If it is inclusive each line includes it, otherwise it shows as a separate subtotal.

The client operations form includes a client's billing to-date summary.

Entering write offs and credit and debit notes: Make sure the relevant record is selected in the Debtors Ledger (**Billed invoices**) and click the relevant button.

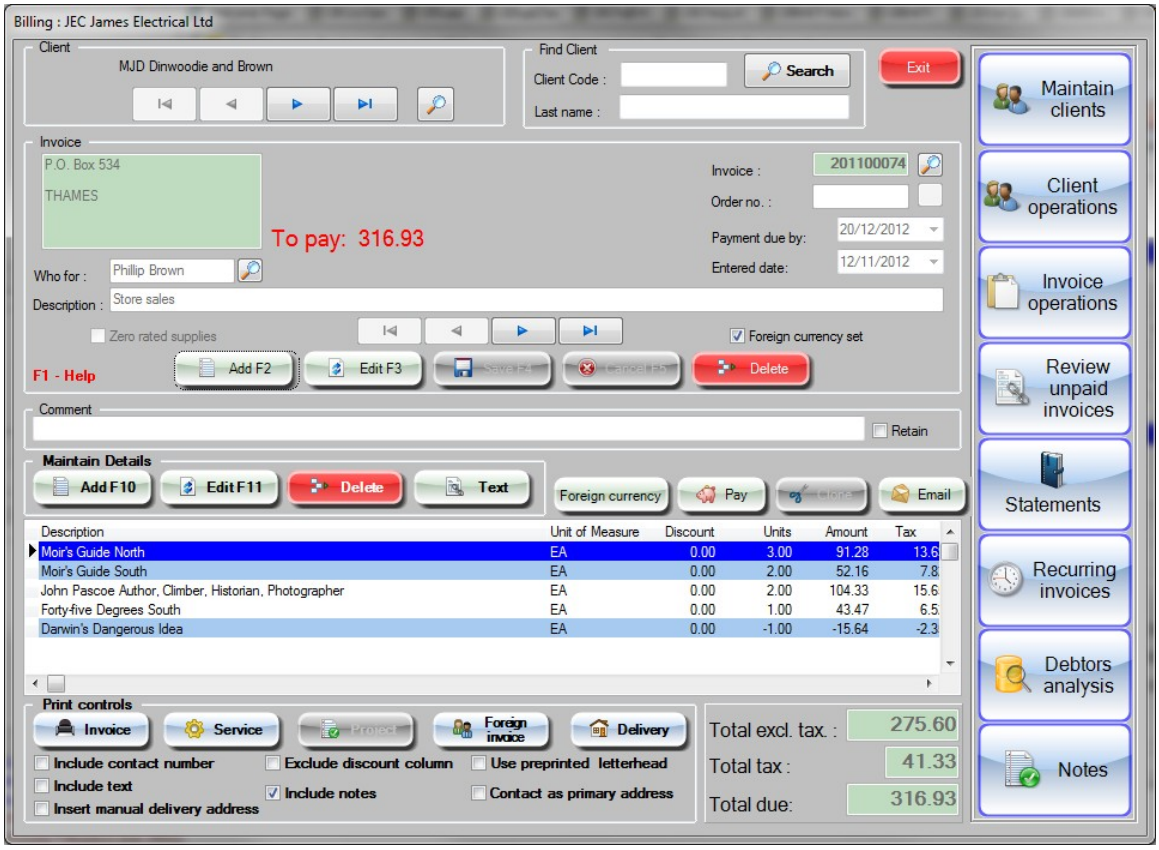
Client Invoicing

To bill clients simply create the invoice. You can delete, or add to, the invoice until any payments have been made.

You can reprint, view the invoice and change the description line. Other changes require the entry of debits, credits, write offs or refunds.

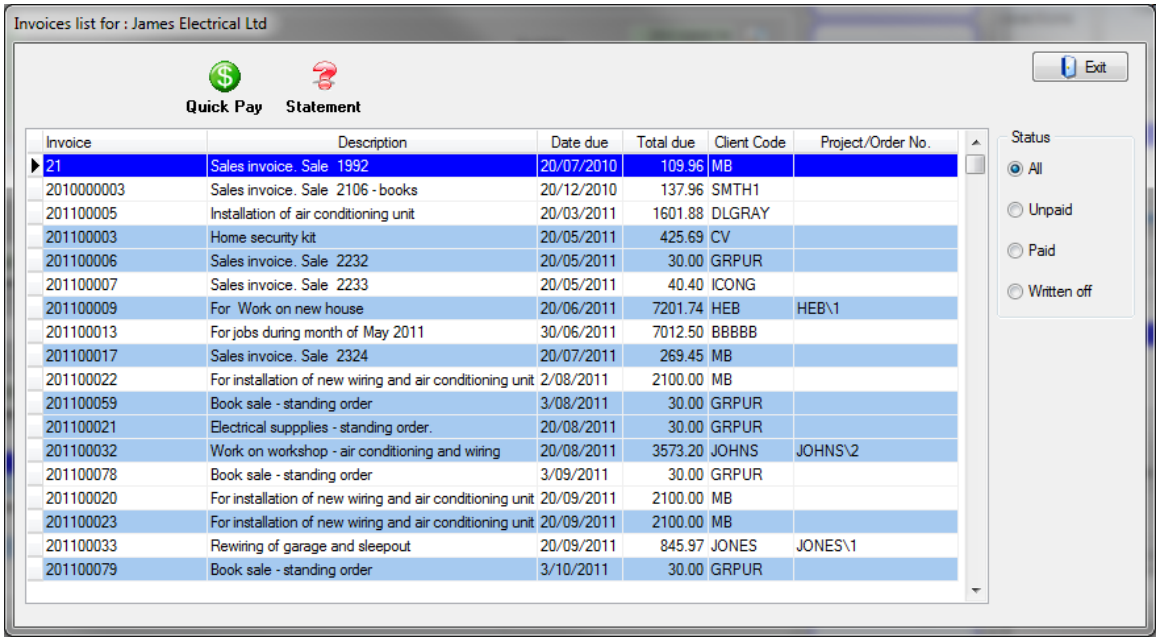
The Invoices form.

Invoice processing can be carried out from the **Invoices** form. This provides access to a range of forms that analyze the current state of client debts, allow you to print statements, make payments and review outstanding debt.

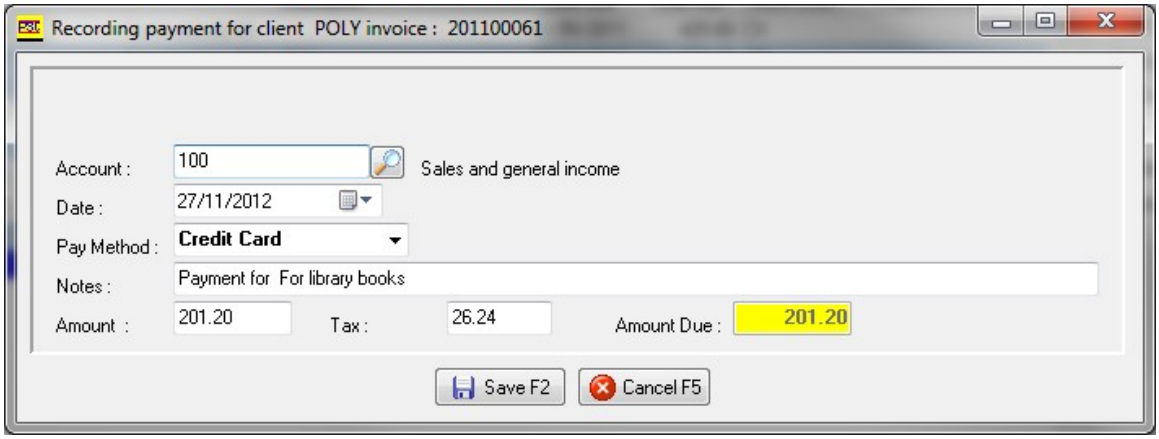


To review invoices and carry out related actions click the **Invoice ops** button. The following form displays:

You can display a list of invoices based on their status. The default is all invoices. It is not a good idea to have a lot of unpaid invoices check those options regularly.


Invoices list for : James Electrical Ltd
Exit
Quick Pay
Statement
Invoice | Description | Date due | Total due | Client Code | Project/Order No.
21 | Sales invoice. Sale 1992 | 20/07/2010 | 109.96 | MB
2010000003 | Sales invoice. Sale 2106 - books | 20/12/2010 | 137.96 | SMTH1
201100005 | Installation of air conditioning unit | 20/03/2011 | 1601.88 | DLGRAY
201100003 | Home security kit | 20/05/2011 | 425.69 | CV
201100006 | Sales invoice. Sale 2232 | 20/05/2011 | 30.00 | GRPUR
201100007 | Sales invoice. Sale 2233 | 20/05/2011 | 40.40 | ICONG
201100009 | For Work on new house | 20/06/2011 | 7201.74 | HEB | HEB\1
201100013 | For jobs during month of May 2011 | 30/06/2011 | 7012.50 | BBBBB
201100017 | Sales invoice. Sale 2324 | 20/07/2011 | 269.45 | MB
201100022 | For installation of new wiring and air conditioning unit | 2/08/2011 | 2100.00 | MB
201100059 | Book sale - standing order | 3/08/2011 | 30.00 | GRPUR
201100021 | Electrical supplies - standing order. | 20/08/2011 | 30.00 | GRPUR
201100032 | Work on workshop - air conditioning and wiring | 20/08/2011 | 3573.20 | JOHNS | JOHNS\2
201100078 | Book sale - standing order | 3/09/2011 | 30.00 | GRPUR
201100020 | For installation of new wiring and air conditioning unit | 20/09/2011 | 2100.00 | MB
201100023 | For installation of new wiring and air conditioning unit | 20/09/2011 | 2100.00 | MB
201100033 | Rewiring of garage and sleepout | 20/09/2011 | 845.97 | JONES | JONES\1
201100079 | Book sale - standing order | 3/10/2011 | 30.00 | GRPUR
Status
All
Unpaid
Paid
Written off

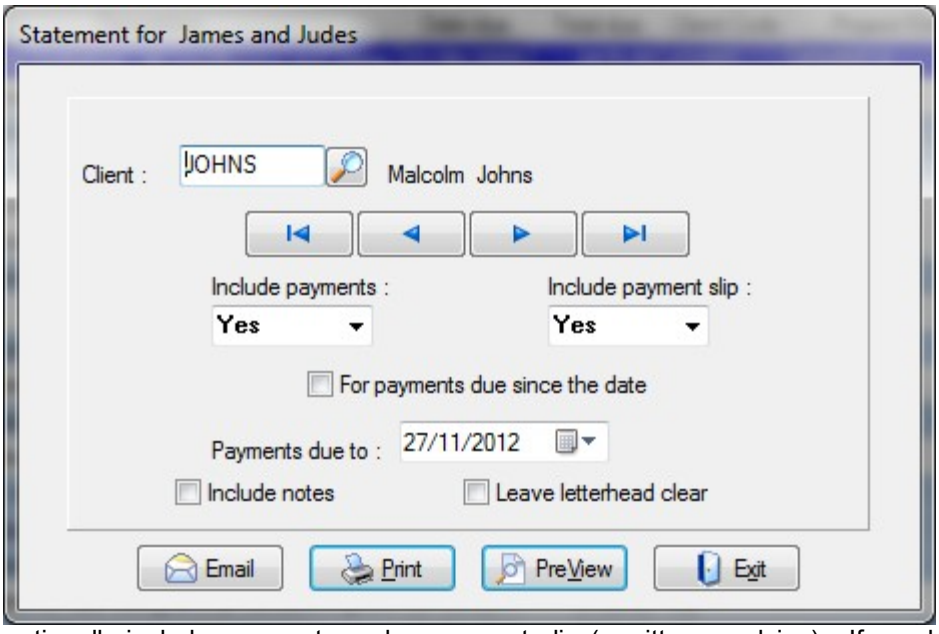
To enter a quick payment select **Unpaid** invoices and click **Quick Pay**. The following form appears:


Recording payment for client POLY invoice : 201100061
Account : 100
Sales and general income
Date : 27/11/2012
Pay Method : Credit Card
Notes : Payment for For library books
Amount : 201.20
Tax : 26.24
Amount Due : 201.20
Save F2
Cancel F5

If this form has been used once the Account previously selected appears in the **Account** field. Select the Pay Method, and from then on that same pay method is used.

The payment defaults to the invoice's balance due. You can enter partial payments.

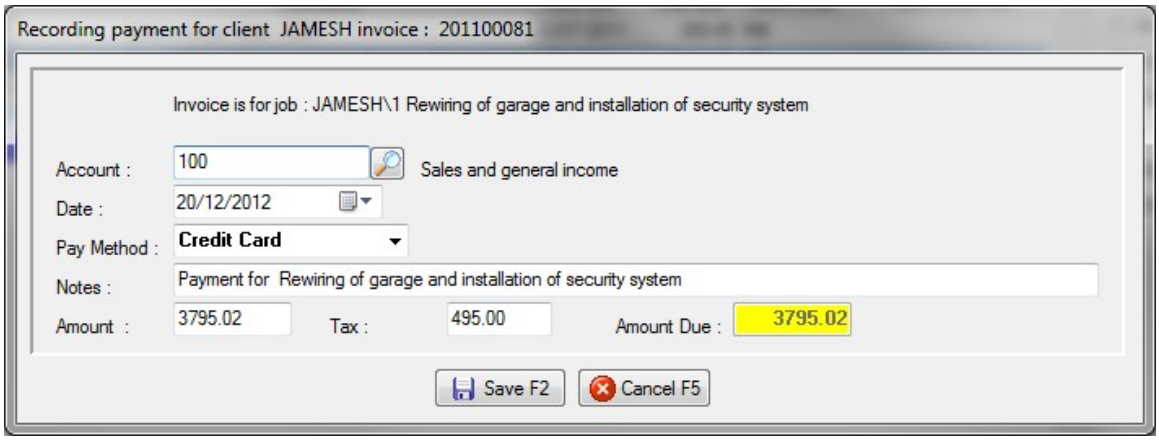
To print a statement for the client of the currently selected invoice click Statement: The following form displays:



You can optionally include payments and a payment slip (remittance advise). If you have only recently billed an invoice, and you want it to display on the statement, make sure the Payment due to date goes out to the due date of that invoice.

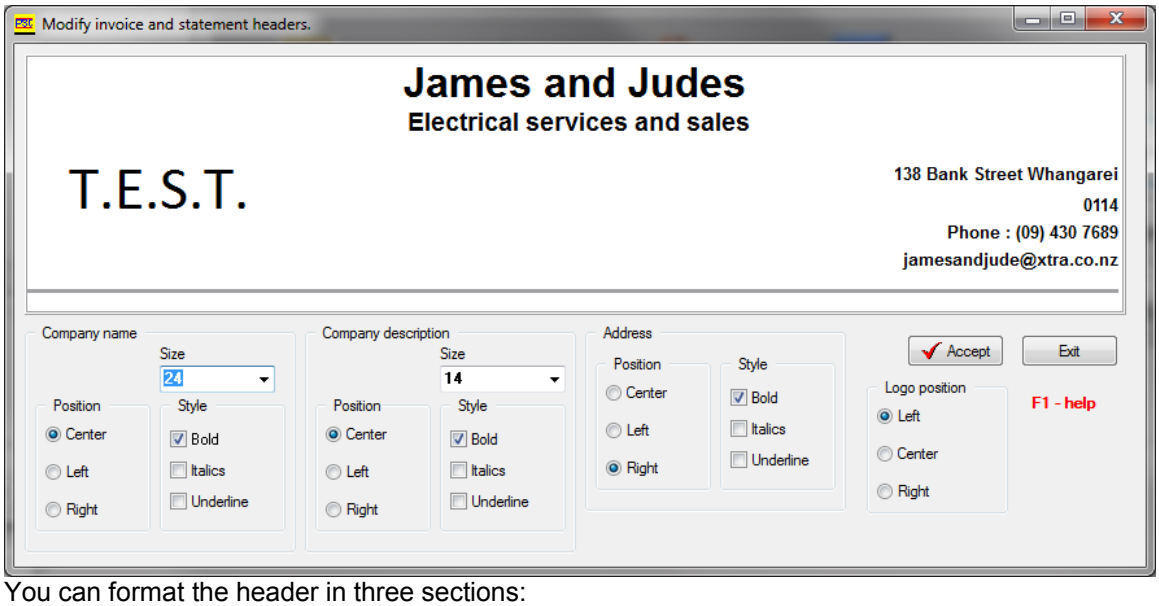
Check the **Leave letterhead clear** box if using pre-printed letterhead.

To pay the selected invoice (**Unpaid** must be selected) click the **Quick Pay** button. This populates all fields with the relevant information. The first time you use it you need to select the ledger account the payment is for. After that it uses that account until you change it.



Formatting invoices, statements and quotes.

You may change the format of invoice and statement headers. In the **System Settings** menu click **Invoice/Statements**. The following form displays:



You can format the header in three sections:

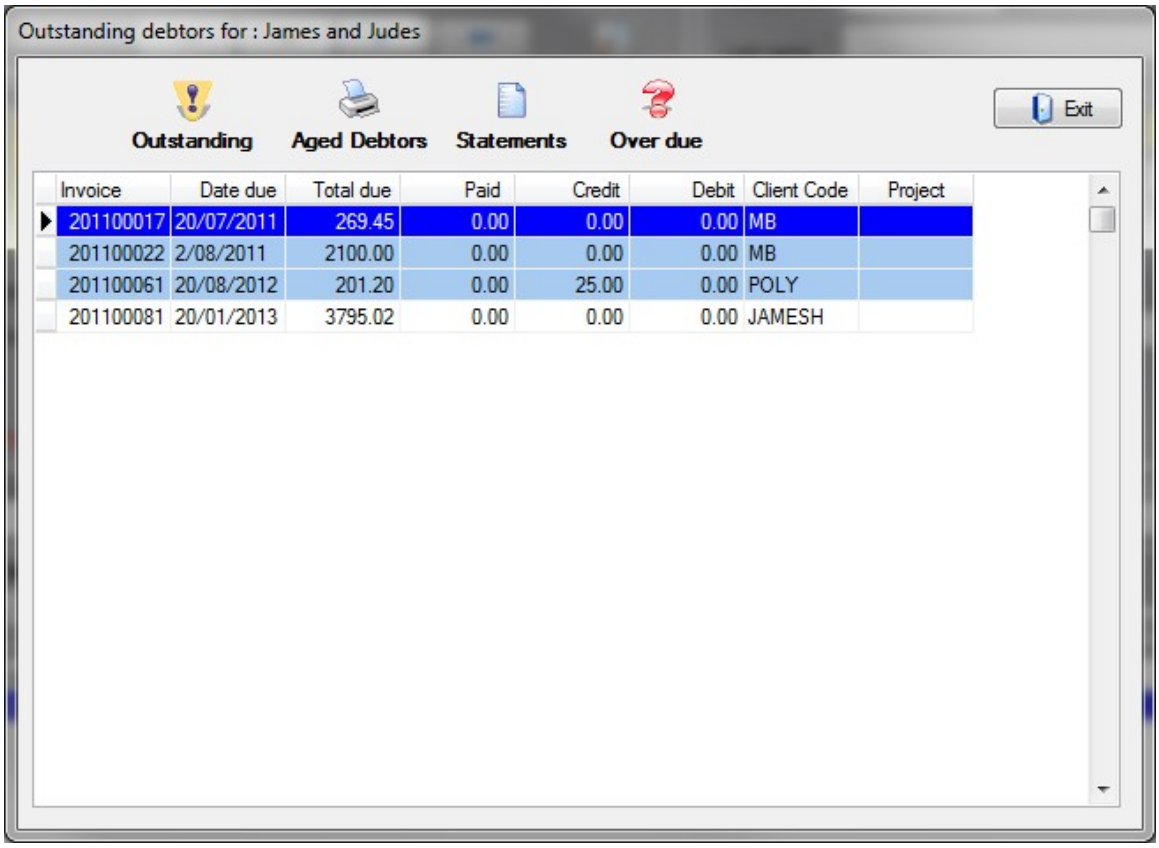
- Company name – size, position and style.
- Logo – position. You may need to experiment with the size, and position, of the description and logo to make sure both print properly.
- Description – size, position and style. It is a good idea to keep this smaller than the company name. On statements description is replaced by “Client statement” but in the same position and style as defined here.
- Address – position and style.

If you have linked a logo to your company control record it displays by default. If you don't want it to print on invoices, statements, etc, remove the file “logo.bmp” from the folder C:\PSL\Database\images.

It is a good idea to check the settings on a completed invoice as the displayed font sizes are not always the same as printed font sizes.

Reviewing Unpaid Invoices

To review unpaid invoices, including how long they have been outstanding, click the **Unpaid Invoices** button. The following form displays:


Outstanding debtors for : James and Judes
Outstanding
Aged Debtors
Statements
Over due
Exit
Invoice Date due Total due Paid Credit Debit Client Code Project
201100017 20/07/2011 269.45 0.00 0.00 0.00 MB
201100022 2/08/2011 2100.00 0.00 0.00 0.00 MB
201100061 20/08/2012 201.20 0.00 25.00 0.00 POLY
201100081 20/01/2013 3795.02 0.00 0.00 0.00 JAMESH

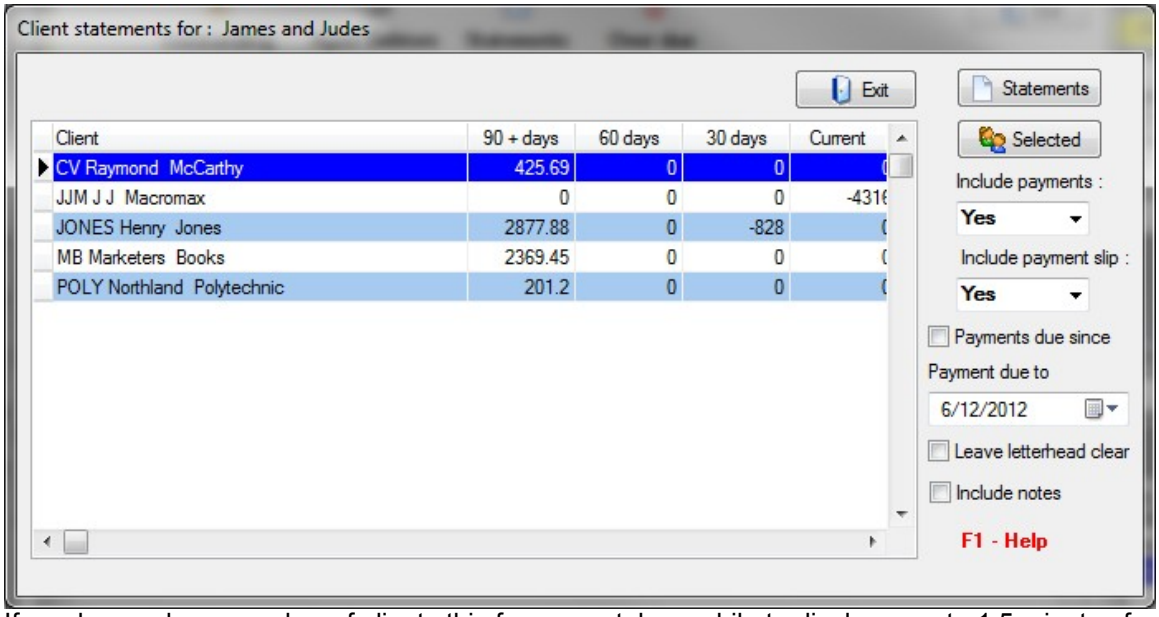
This form shows how much has been paid, and whether there are any credits or debits. To find out how long these invoices have been outstanding click **Outstanding**. The report shows how many days the invoice is overdue.

To preview the aged debtors analysis click **Aged Debtors**. You can also print statements from this form.

To send out a reminder statement click the **Over due** button with the relevant invoice highlighted. You can email the statement from the form.

Aged Debtors Analysis

To review aged debtors and optionally print statements for the most remiss, click the **Statements** button. The following form displays:



If you have a large number of clients this form may take a while to display – up to 1.5 minutes for 1800 clients. Depending on the speed of your network and PC.

You can print statements for all clients by clicking the **Statements** button, or for a selected client by clicking the **Selected** button.

Maintaining Invoices

How GST is calculated, and displayed, on invoices is set in the Company form on the Tax settings panel.

Invoices have two sections:

1. The header - this links the invoice to the client, sets the date payment is due and includes the description of the invoice. It optionally includes the name of the contact, and either a purchase order or job card number. Although the description is not compulsory its entry is recommended to assist selecting invoices from selection lists. The description prints on the invoice.

The total value of the invoice is updated as each line is saved, changed, or deleted.

2. Invoice details - this section provides for multiple lines in each invoice. Each line can differ in the information included.

To create invoices complete a two-step process:

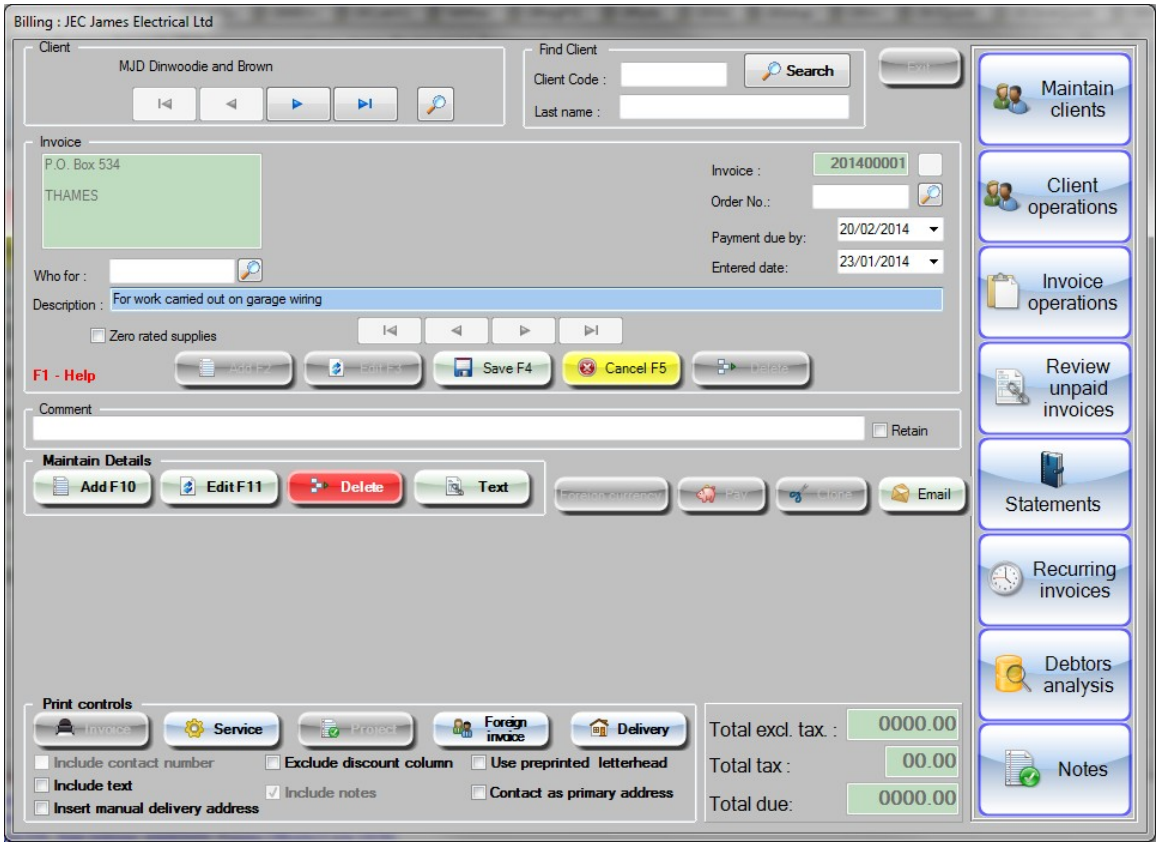
1. **Create the invoice header**.

This consists of the due date (used to calculate debtors aging and to advise the client of when payment is due by), entry date, invoice number (created automatically), and a description of up to 200 characters (optional). If you leave the description blank the invoice selection lists will not be very informative. You may leave it blank if you don't wish to print it on the invoice.

- An order number if your client requires one.
- The **payment due date** defaults to the 20th of the following month.
- The **Billing Date** defaults to today's date.
- If the client has a contact who should be either dealing with the invoice or is used to identify who the work is for, then enter their name into **Who for**. Or select them from a

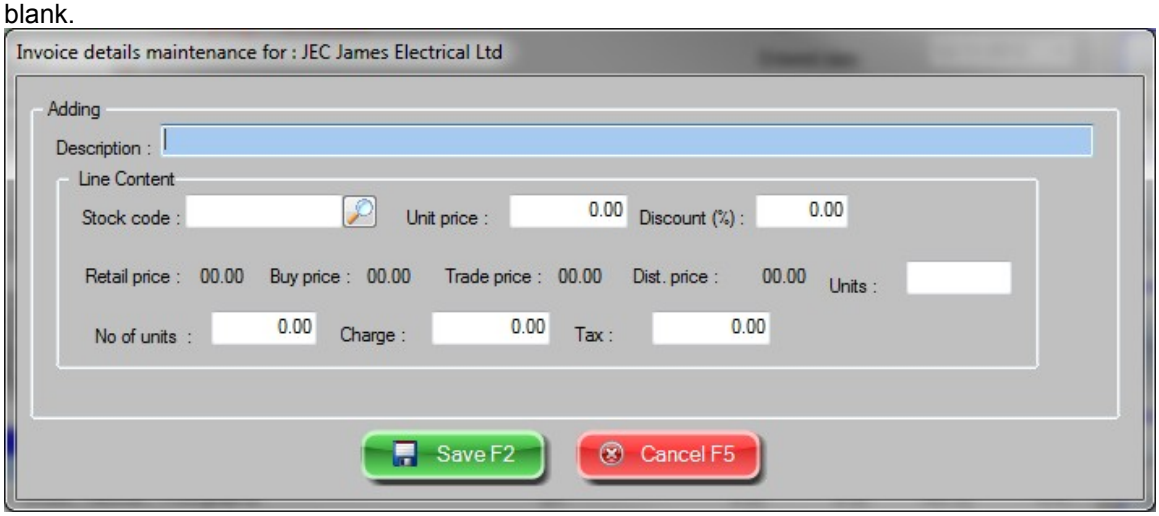
list of the current client's contacts. The contact's address can also be used as an address the invoice is sent to by checking the **Contact as primary address** box when you print the invoice. Uncheck it to revert to the main client address.

- Enter a description of the invoice.
- If the invoice is for an export sale check **Zero rated supplies**.
- Save the header.



2. **Create the invoice details**

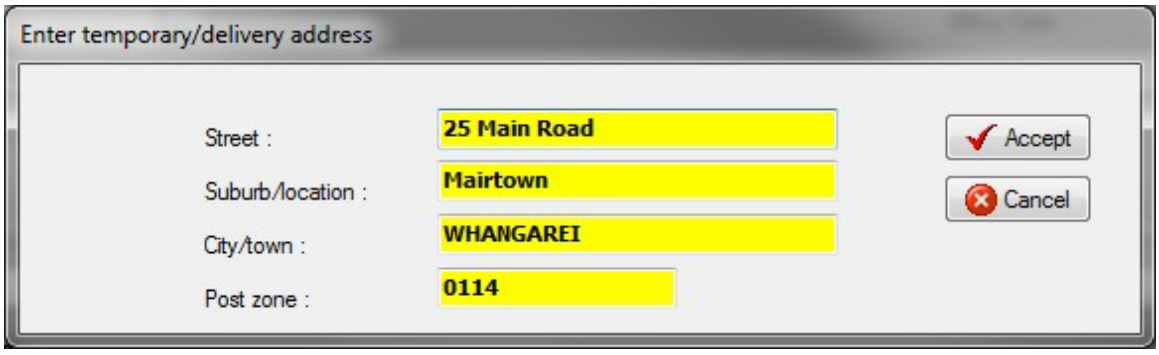
Click **Add** in the **Maintain Details** panel to create a new line. A new form is opened with the fields blank.



- Enter the **description** of the item on the line - this is not necessary if the line is for a stock item. In that case the description of the item is used. If entering a stock item select the code first.
- Select a stock code if using the inventory. In that case Unit price is entered for you.
- Enter **Unit price** if entering a manual (non-stock) line.
- If the item has price breaks a set of figures appears in a group labelled “Price breaks”. As above. This shows the unit rate for the relevant volumes. If you wish to over ride the set volume discount check the **Over ride** box. You need to enter the unit rate yourself.
- If appropriate enter a **discount** rate.
- If this is not a stock item enter the **Units** (EA, M, Ltr, Km, etc) if desired.
- Enter the **No. of units.**
- If you have entered **Unit price** and **No. of units** the **charge** amount is calculated. As is GST
- Click **Save.** You are returned the the main invoice form.
- If the item is on order a check box becomes visible to the right. It defaults to being checked. If you leave it checked the phrase “On back order.” is added to the description.

Once the invoice is complete, you can print a preview copy.

- All invoices can be sent to a temporary address. For example if the invoice has to be delivered to someone at an address different from the client's billing address. Or if you want to produce a delivery docket. To do that check the **Insert manual delivery address** box in the **Print Controls** panel. If that is checked the following form activates when you print the invoice, or delivery docket.

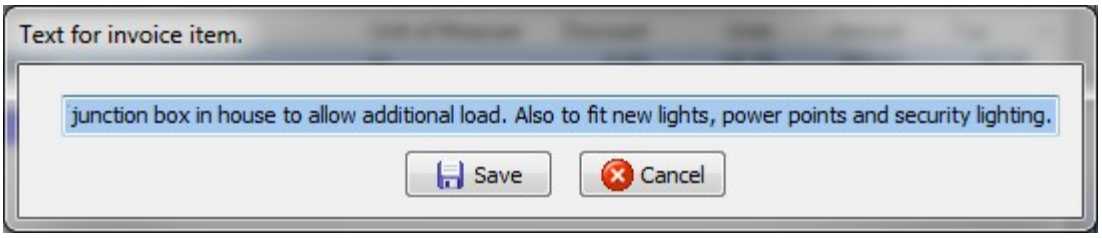


- The address replaces the client's default address on the invoice to be printed. It is retained and can be reprinted by checking the **Insert manual delivery address** box and then Accept.
- To produce a delivery docket click the **Delivery** button. If the customer's physical address is in their record that will be used. Other wise their postal address will be used. Unless the **Insert manual delivery address** box is checked.

Text on invoices

You can include a large mount of text on invoices if you need to provide a full description of the work carried out. Each set of text is linked to one line. This means, if you wish to include text that explains the full job carried out, attach it to the last line. It will then print under that line.

To include text select the line the text is to be linked to and click the Text button. The following form activates.


Text for invoice item.
junction box in house to allow additional load. Also to fit new lights, power points and security lighting.
Save
Cancel

To print the text on the invoice check the **Include text** box in print controls.

Payment slips/Remittance Advise

To print invoices that include a payment slip click the **Service** button. These invoices are to be used when you are invoicing a client to obtain payment and wish to make things a bit simpler for them to send, and you to record, the payment when they pay by cheque.

GST - Inclusive and Exclusive:

The final invoice totals (amount to bill and GST) are printed based on whether your GST is inclusive or exclusive.

- **Inclusive -** the GST component is included in the charges you are billing the client for. To use the inclusive method you must ensure all charges already include GST In that case the invoice prints "This invoice includes GST of ....". at the bottom.
- **Exclusive -** the GST component is added to the invoice amount. In that case the invoice will show a separate subtotal for GST
- Stock items must include GST in their price. If you are updating the inventory through orders then GST is added to the price if the option “Buy price is GST exclusive” is checked. That is usually the case when entering an order fulfilment from a supplier's invoice.

Deleting Invoices

You can delete invoices until payments have been made. If you wish to "cancel" an invoice you must enter a write off against the client's debtors record for that invoice. This enables GST to be adjusted if you are using the Invoice or Hybrid accounting bases.

Discounts:

There are three types of discounts:

1. Using stock - a sale price based on the sale discount set in the relevant stock line. This is a percentage of the retail price. If the item has been set up with volume discounts use manual Override to enter a different discount rate.
2. One-off discounts, non-stock - enter the discount percent in the discount field. This is a percentage of the total price.
3. Flat amounts. Enter the amount as a negative figure in the Charges field.

The details are fairly free form. The alternatives as follows:

1. Simple - a description and the charge amount of the line. This can also be a minus amount if you are cancelling a charge included in a previous invoice but don't wish to enter a credit note or write off.
2. Discounts - decrease the normal price by a set percent. The normal price, and discount, are printed on the invoice.
3. Unit rates (non-stock) – enter the unit rates, and units of measure (Hr, Km, Mtr, Litres, etc), and number of units. The price is calculated as the units, or rates, are changed.
4. Unit rates (stock) - use the inventory to set the price and units. You need to have entries

in the inventory to use this option. You can create inventory items "on the fly" by clicking the button to the right of the Item code and then the **New** button on the selection form.

Two types of invoices can be generated from the invoice form:

1. **Standard invoice:** You can include notes on this invoice that explain such things as warranties, return to base policies, direct credit details, etc.
2. **Service invoice:** This includes a payment slip/remittance advise. Use this when mailing invoices to customers.

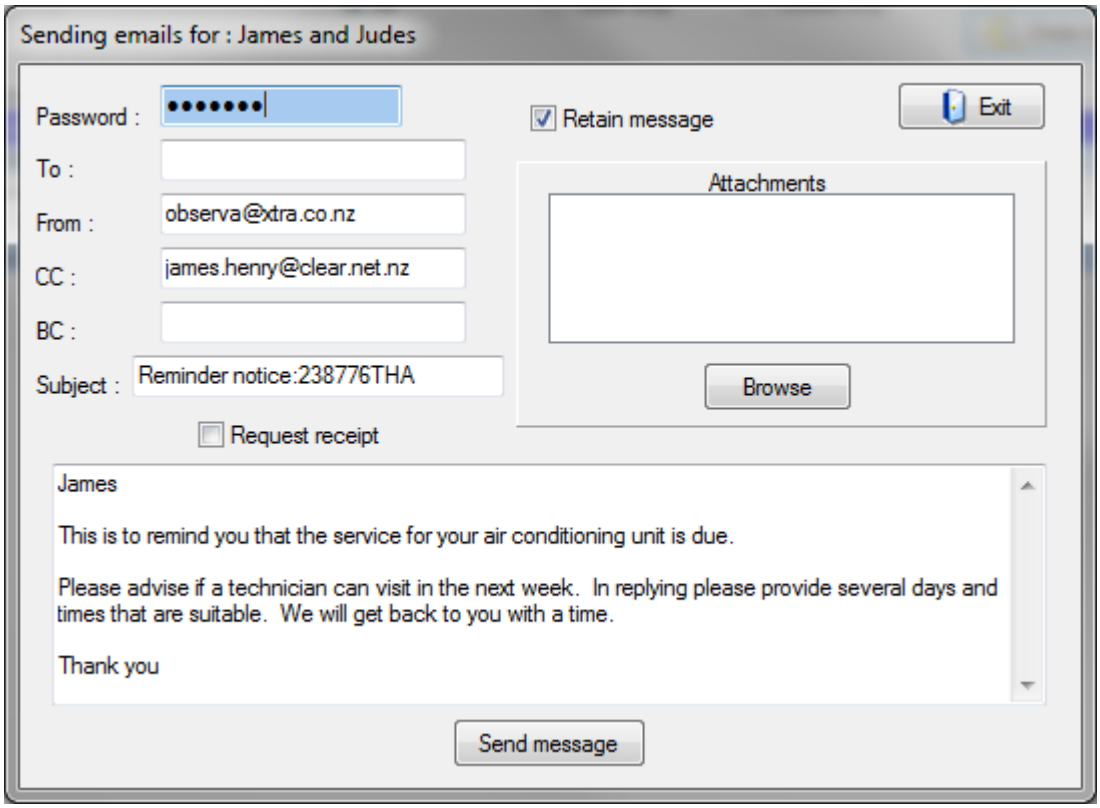
You can print a statement for the customer of the currently displayed invoice by clicking the **Statements** button at the bottom right. The statement covers all invoices with due dates up to the current date.

To email an invoice click the **Email** button to the right. Set the printer control options first.

Emailing Invoices

Click the Email button. If the client has an email address in their record that displays. The invoice to email shows in the Attachments. You can add more attachments if required.

- To email using this form your Internet connection must be active.
- Make sure the password is the one you use to get email, and matches the **From** email address.
- This email may not work if you have certain firewalls active. It has been tested using XP Pro, Vista and Windows 7 with the firewall on. It also works with AVG, MicroSoft Security Essentials and Avast antivirus active. It is highly unlikely it will work if you have a firewall active in addition to the Windows firewall.
- If you cannot get it to work I suggest you send invoices using your usual email client. To make sure this form works correctly under all conditions would result in the software being a lot more expensive that it is.


Sending emails for : James and Judes
Password :
Retain message
Exit
To :
From :
observa@xtra.co.nz
CC :
james.henry@clear.net.nz
BC :
Attachments
Subject :
Reminder notice:238776THA
Browse
Request receipt
James
This is to remind you that the service for your air conditioning unit is due.
Please advise if a technician can visit in the next week. In replying please provide several days and times that are suitable. We will get back to you with a time.
Thank you
Send message

- If you use Hotmail or Gmail you need to configure them to use Outlook. Even if it is not installed. That allows your computer to connect directly, rather than through a web interface.
- If sending a series of standard messages check the **Retain message** box.
- If you have a web site and wish to use your domain name email you will need to set up your mail server to handle SMTP and a password.

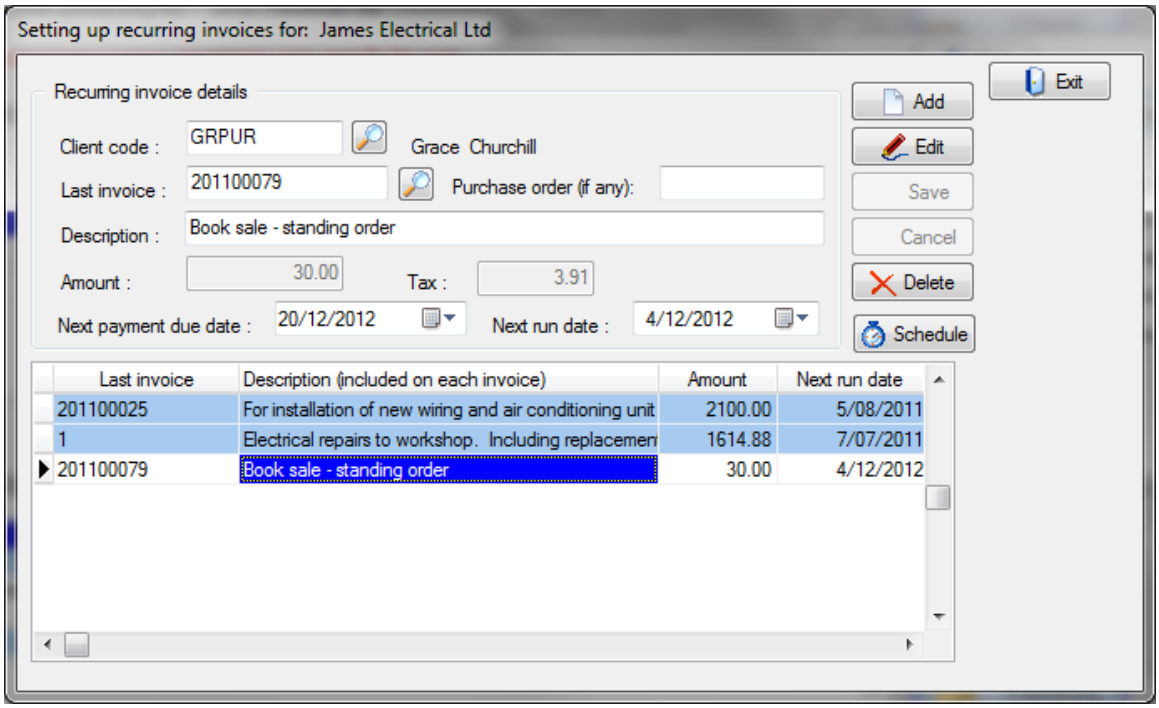
Cloning Invoices

You may make clones of existing invoices if you regularly send customers bills for the same items and prices. To create a cloned invoice click the **Clone** button.

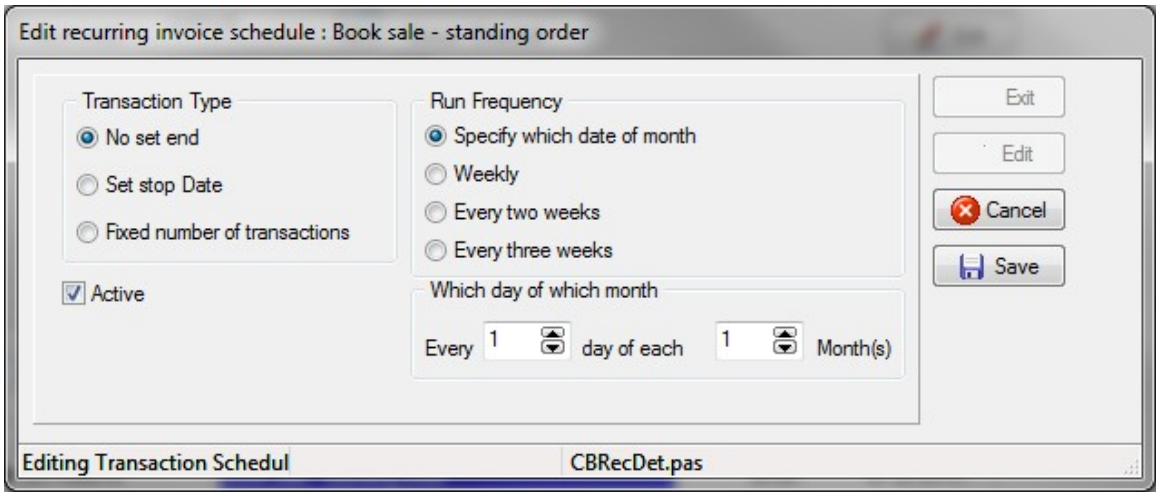
Cloned invoices have a new number, billing date and date due. The date due is based on the date (day) of the invoice being cloned. For example an invoice due on the 20/6/2010, and being cloned on the 1/7/2011 will be due for payment on the 20/8/2011.

Recurring invoices

To set up recurring invoices click Client Invoices on the main menu form. Click **Recurring invoices** if it is visible. The following form activates:



- Select the client the invoice is for.
- Select the client's invoice you wish to use as the recurring invoice. When the recurring invoice process is run this invoice will be duplicated. From then on the last invoice run is duplicated to create the new invoice. The amount of the invoice selected displays. As does the date it was due for payment
- If the source invoice has a purchase order it will display. Other wise you may enter it now.
- Enter the description of the invoice if it differs from the original description.
- If you wish to change the due date to another one change it.
- Enter the date the recurring invoice is to be created. You must make sure this date is in the future.
- When you click Save, and assuming you are creating a new invoice, the invoice schedule form activates.



- Select a transaction type. Three types are available: (1) No set date - it will continue running until you delete it. (2) Set stop date. (3) Fixed number of transactions.

- Select a weekly run, fortnightly, three weekly, or on which day of the month, and which months, the transaction will run.
- Specify which date of month. This is based on the run being "On the 3rd day of every 2nd month", etc. The example above is set to run on the 15th day of every month, four times.
- For a set finish date, or number of transactions, the relevant fields display. If you select the "No set end" option the **Number of Transactions** and **Stop Date** fields are not visible

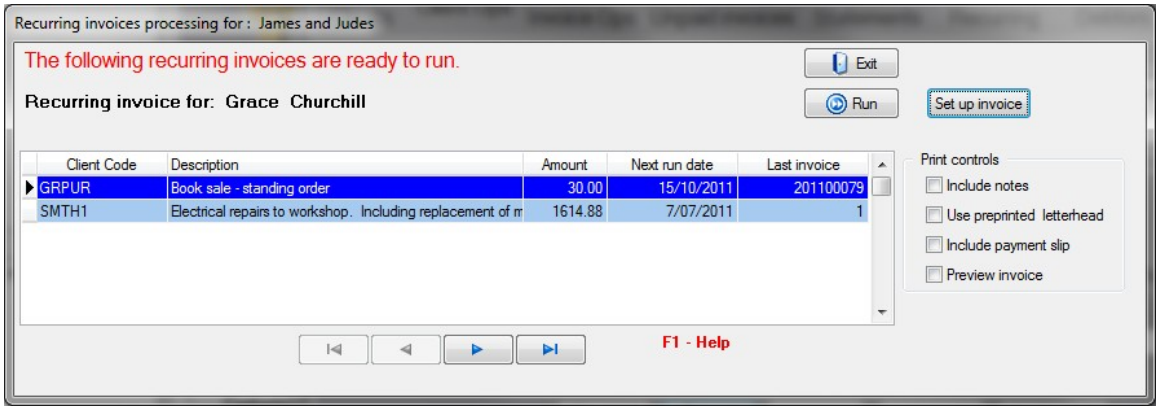
Recurring invoices are duplicates of the one they are based on. That means if there are multiple lines in the original invoice there will be multiple lines in each recurring invoice. If you wish to change a recurring invoice's details switch to creating the next one as unbilled. You can then amend it and switch the recurring invoice settings back to creating as billed. You will need to manually bill the invoice once you have changed it. The amended invoice will be used to create the next, and subsequent, invoice(s).

Running recurring invoices

Before running recurring invoices set them up. Make sure you have created at least one invoice that is identical to what you want to set up as recurring.

Recurring invoices can be run from the Invoices menu. If the Recurring invoices button is not visible you don't have the correct release of Business Accounts. To obtain that release you must currently be registered for support.

Activate recurring invoice running from the **Client Invoice** form. When you click the Recurring invoices button the following form activates:



Any invoices ready to be run are listed. If an invoice is set to run a certain number of times, or to a certain date, it is set to inactive when that number, or date, is reached. After that it will no longer appear on the list.

Prior to clicking **Create** select the relevant controls in the **Print Controls** panel. These behave in exactly the same manner as the same controls on the invoices form.

Highlight the invoice to create and click Create. That invoice is removed from the list. Unless you have a backlog of invoices to send out.

If you have checked the **Preview invoice** box the preview form activates. You can print the invoice from that form.

Warning - if the recurring invoice settings specify the invoice is to be created as billed you cannot modify it in invoices maintenance.

If the invoice includes stock items the inventory is decreased by the number of units included.

Only invoices that are active display. If you wish to discontinue an invoice click **Set up Invoice** and edit and click the Schedule button. Uncheck the Active box.

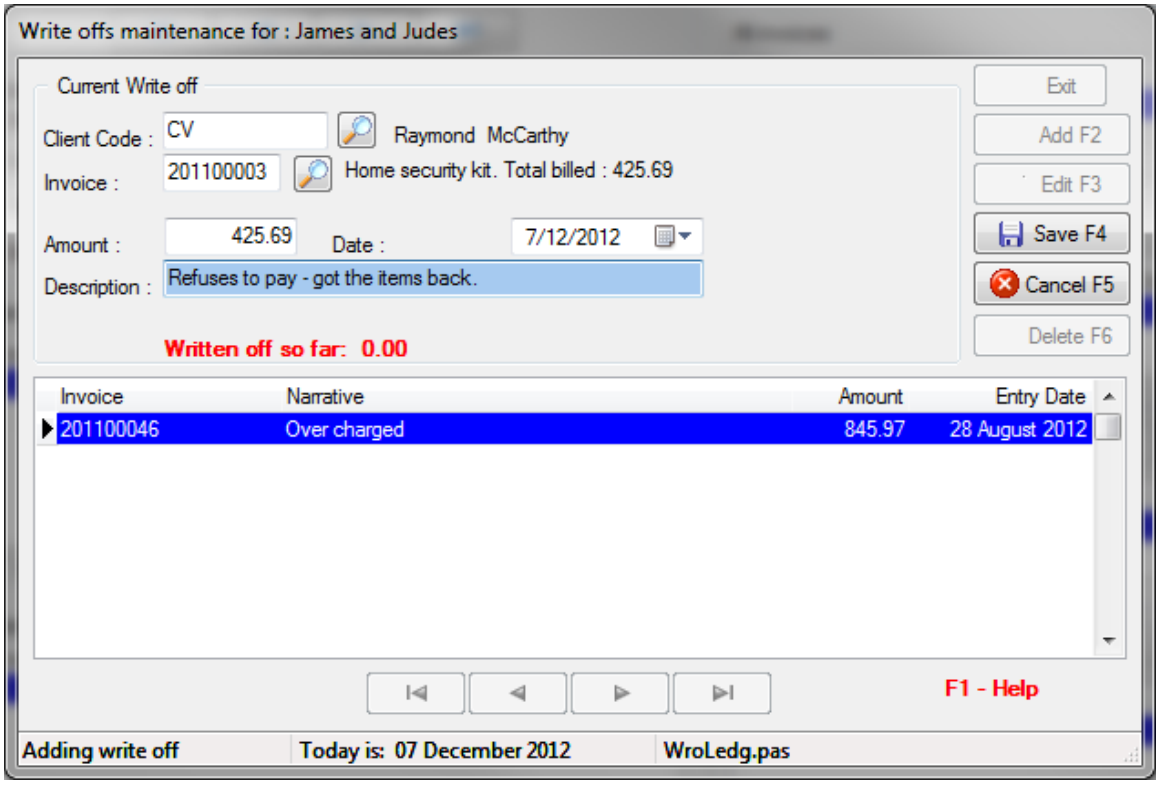
Client Refunds

Client refunds can be made through electronic transfer, cash, or cheque. Use Cheques/Payments to record them.

Write Offs

Write offs enable the cancellation of bad debts. Each write off must be matched to an invoice (this is a requirement of the I.R.D.). It also ensures your aged debtors analysis is correct. Write offs are required if using the invoice or hybrid accounting basis. Write offs print as credit adjustments on the GST imputation form. If you accidentally bill a client, and wish to remove that invoice, you cannot. You must enter a write off to cancel the debt.

- Access Write offs from **Client Operations**. To enter new write offs click the **Write offs** button. If the invoice has not been billed the write offs cannot be applied.



- Select the client the write off is for.
- Select the invoice it is for. If the invoice has not been billed the Save button will not be activated.
- The Amount defaults to the total of the invoice.
- Enter the date.

In all write offs must be linked to an invoice.

A write off has a different purpose from a credit or debit. Its purpose is to remove an existing debt. So it must be linked to an existing invoice. If you are writing off multiple invoices enter a

write off for each invoice.

Write off show on the trial balance and balance sheet as bad debts.

Credit and Debit notes

Credit and debit notes are required if using the **Invoice** or **Hybrid** accounting basis. They influence the amount owed to suppliers, or how much a client owes you. When entering client payments or cheques they modify the amount due.

Each credit note must be linked to an invoice. If you receive a credit note that covers multiple invoices split it based on the invoices it relates to.

For example if one invoice is for $1000, and another is for $2000, and you receive a credit note of $1500, ($1000 for the first and $500 for the second) enter it as two credit notes. If you attach the total credit to the $2000 invoice your records will show that you still owe the $1000 invoice as no payment exists for it.

When maintaining customer invoices enter credit or debit notes against specific invoices you have issued.

Credit and debit notes result in an adjustment to GST in the period they are received, not the date of the invoice they relate to. The sales figure is adjusted by the amount of the note, rather than appearing in the adjustments field in the GST form. When you enter the note the GST adjustment is calculated and displays. Credit and debit entries display on the GST imputation form as adjustments. You may review any entries you have made from within that form.

Adding and Editing Credit and Debit Notes

There are two credit/debit forms.

Supplier Credits and debits

To enter multiple credit/debit notes for invoices from the supplier displayed in the Supplier's operations form click the **Credit/Debits** button.

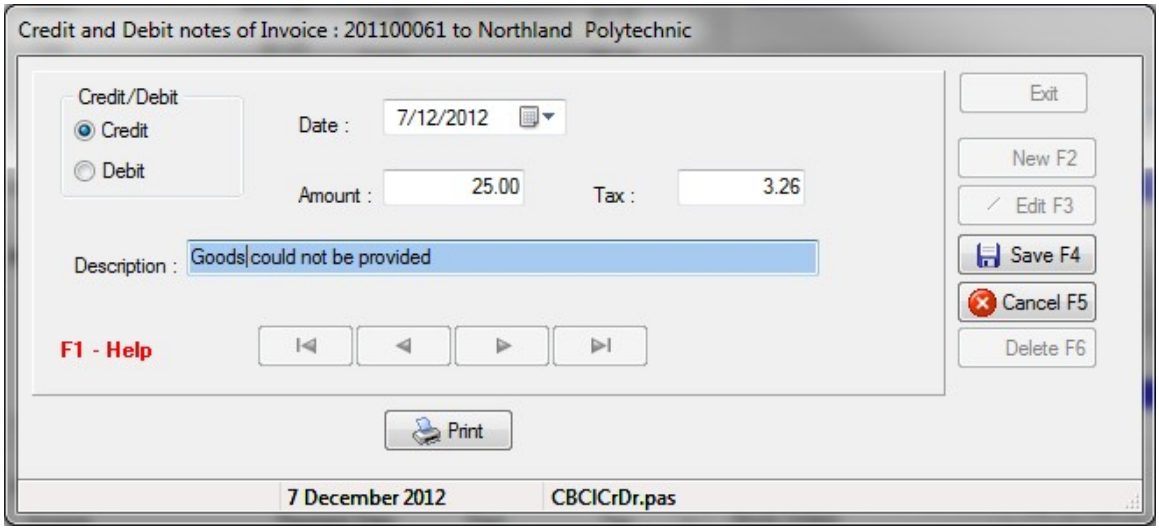
- Make sure the invoice the note relates to displays at the top.
- Click Add.
- Select whether it is a debit or credit note.
- Enter the details.
- Click Save.

Credit/debit notes cannot be changed, or deleted, if using the Hybrid or Invoice accounting basis and GST imputation for the month they are in has been run. When using the Payments basis there is no effect on GST They have an effect on the Trial Balance and Balance sheet.

Client credits and debits

This form restricts entry of credit/debit notes to the invoice displayed in the Client's operations form. This form is only for adding credit/debit notes.

To view all credit/debits notes for a client click the "View Credits/Debits" button on the client operation form.



When you click **Add** the Credit and Debit radio buttons have the Credit button selected. Click on the Debit button if a debit note.

- If adding a note the compulsory fields are the correct **credit/debit** button and **amount**. The default button is **Credit.** To enter a debit note check the **Debit** button.
- The **date** must be later than the period of the last G.S.T. imputation run if using the Invoice or Hybrid accounting basis.
- It is a good idea to include a **description** of the note - this prints on the various reports and helps to identify why the note was created. Your client may require the description to be included for tax purposes.

A note results in an adjustment to the G.S.T. on the selected invoice if you are using the Invoices or Hybrid accounting basis.

To print a credit/debit note to send to the client click **Print**.

GST Imputation

GST imputation applies to all departments that have GST enabled. Professional's Retail Business requires that all departments of a company have the same GST set up. If they do not, you should set up separate companies for those departments.

The process of building the imputation form depends on the accounting basis you are using.

1. The Payments Basis

The imputation form gets all its information from income and expense transactions. Even if you are using customer invoices and supplier charges, GST is only calculated on the actual transactions - that is entries in the cash journal.

2. The Invoice Basis

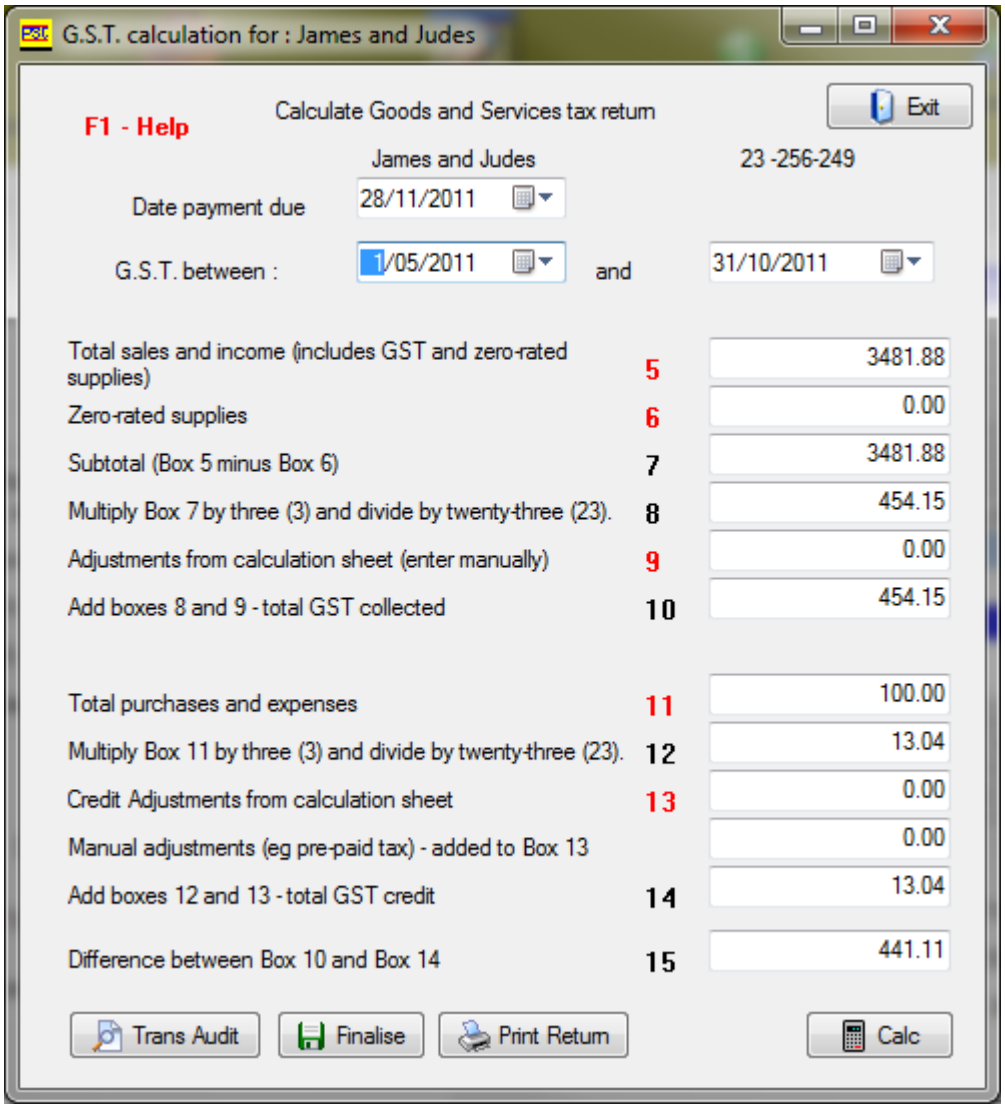
GST is calculated based on customer invoices and supplier charges only This means you must keep these current. Adjustments are made based on any write offs, credits, or refunds. All write offs must be entered against an existing invoice so the adjustment calculation can be carried out correctly. If a supplier charge resulted in a credit, you must enter that so a credit adjustment can be calculated.

3. The Hybrid Basis

This is a combination of both of the above. Income related non-cash transactions are included in the current calculation. Cash expense transactions are added as part of the calculation. You must enter invoice -related records for income, and actual, cash, transactions for expenses.

Generating a new Imputation form:

- When you open the imputation form (not the first time) the fields display the current GST imputation situation. The GST period dates are based on the previous GST record. You can change these dates if you need to.



- **Date payment due** should match the date on the GST form from the I.R.D. This is required if you intend sending the GST 101A form to the IRD.
- If the period dates are changed click the "Calc" button. A new set of totals displays.
- If you make GST prepayments enter the amount of that payment into the box immediately under Box 13 and click the Calc button. The value of that prepayment is added to the total in Box 13 and the **Manual adjustments...**. field cleared. You need to set up a special, non-GST, ledger account for these payments. enter them into cash transactions and add them to bank transactions using the Detailed option.
- You may generate a GST audit report from this form to validate what is in the relevant

boxes. The sales and expenses adjustment fields contain figures for transactions that include a domestic component. You may still need to check the GST Adjustments sheet to be sure you have included all the required figures.

- If you are satisfied with what is shown, click Finalise. **Warning - doing so sets a "GST calculated" flag in the relevant transactions. Those records date and transaction amount can no longer be modified.**
- You may print the GST return once the ledgers have been updated. If you enter your GST return electronically keep this form open, go to the I.R.D. web site and use drag'n drop to put the relevant information on the page. The I.R.D. accepts the GST 101A generated by Professionals Retail Business.
- The GST form can be reprinted at any time by setting the dates to those appropriate and clicking the "Print Return" button. GST return forms can also be reprinted from the Reports form.

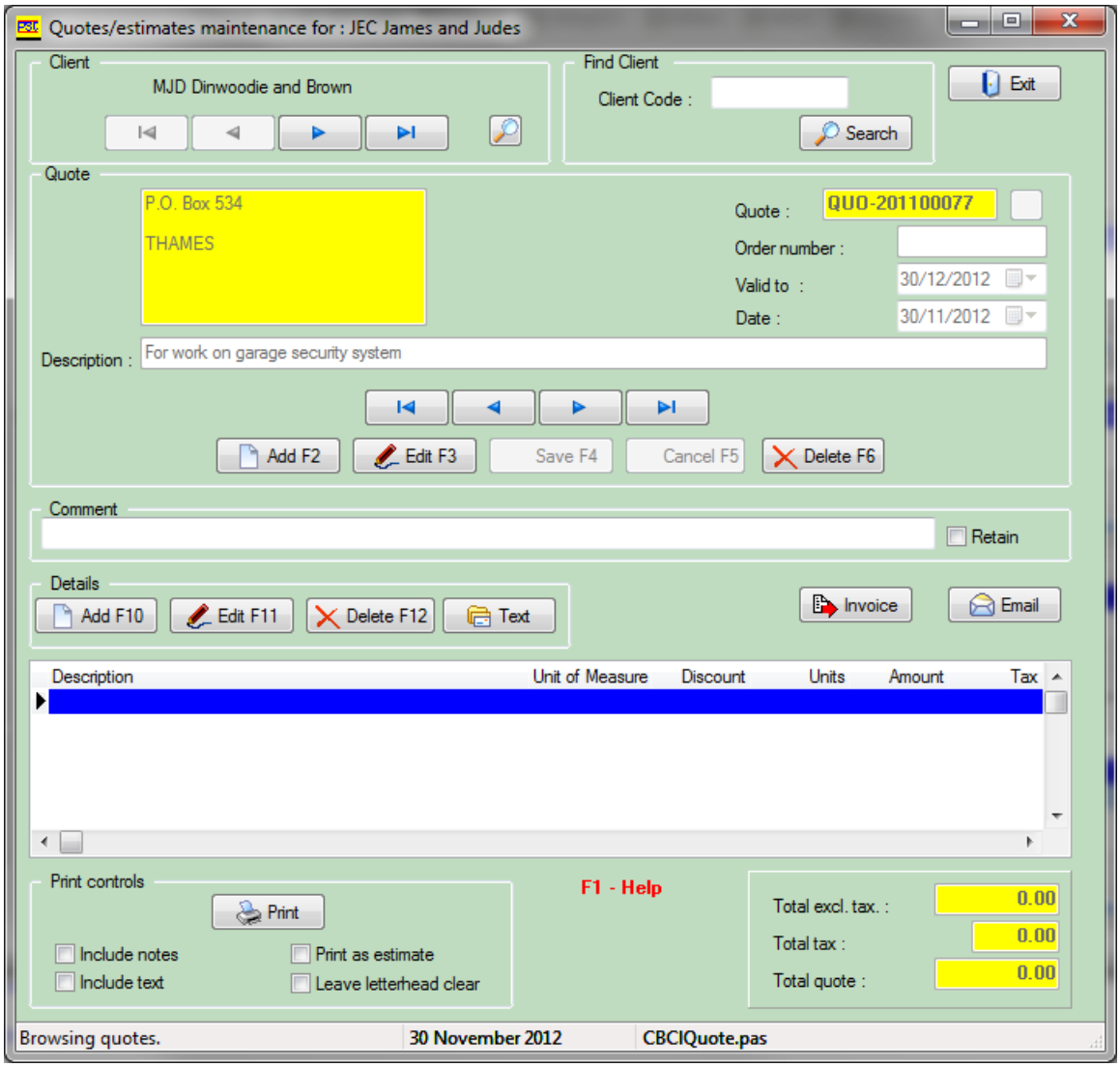
Quick Quotes/Estimates

Start this form from the Client Operation center

This section refers to quotes. However you may print any quote as an estimate. Quotes restrict you to charging no more than the quote amount. Estimates provide you with more leeway.

The form is very similar to the invoice form and behaves in exactly the same way.

- When you click "**Add**" a new quote number is created. It begins with "QUO-". Should you invoice the quote that number, minus "QUO-", is the number of the new invoice.
- If you have an order number from the client enter it in "**Order number:**" Generally you can fill this field in after the client has accepted the quote, and immediately before you clone the quote to an invoice.
- Enter a date in the "**Valid to**" field. When the quote is printed this date displays as part of the sentence "This quote is valid until:" If you want to give the client lots of time to decide make this date a long time in the future.
- The **Date** field always defaults to the current date.
- Enter a **description** of the quote. For example the reason for the quote as in the example below. This prints on the quote form.
- Once you have finished click **Save**.



Quotes can be printed as either a quote or estimate. Estimates do not commit you to matching or charging less than the total. Quotes do.

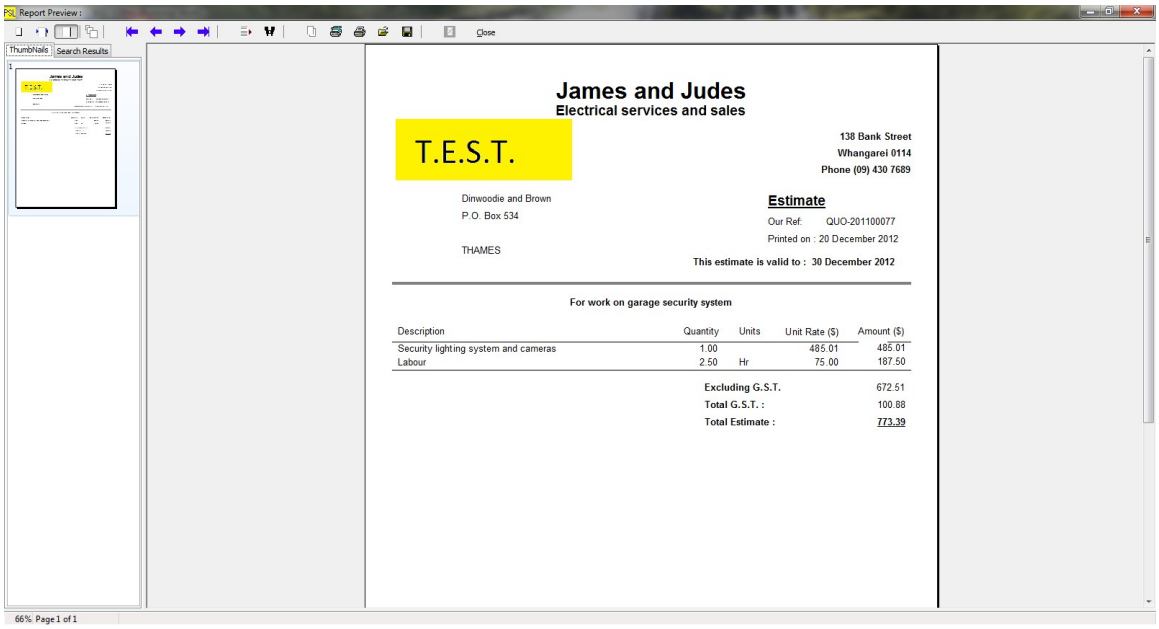
Once you have saved the quote header the details buttons become active.

To add a new line to the quote click Add in the Details panel. The following form activates:

The above example is using an inventory item. As a result all fields but **No. of units, Charge and GST** display information about the item.

- The **Charge** field is the only compulsory field on this form. Obviously it is a good idea to include something in the description field.
- If you enter a **unit rate** enter **No. of units**.
- If the line is for a stock item leave the description field blank until the item code has been selected.
- If you intend to provide a discount you may enter a discount percentage in the **Discount (%)** field.

To print a quote click the **Quote** button at the bottom of the form. If the quote is to be sent as an estimate check the **Estimate** box. To include notes (these are the same as the invoice notes) check the **Include notes on quote** box. If using preprinted letterhead check the **Leave letterhead free** box.

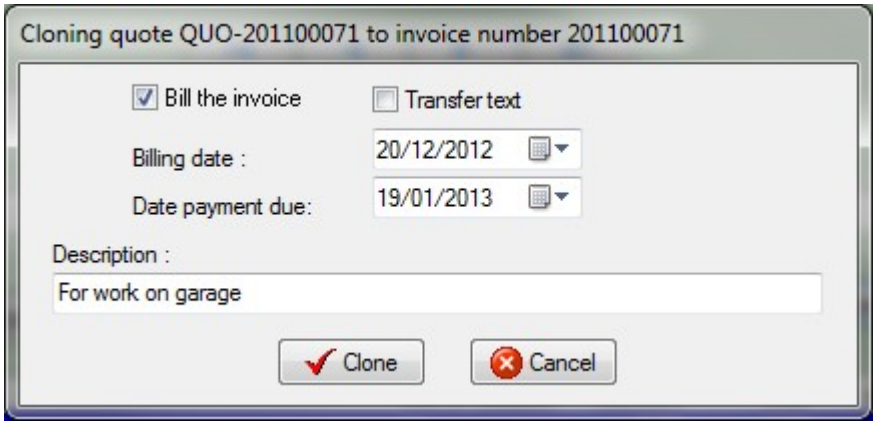


You may clone quotes to an invoice when the client accepts it. There are two caveats:

1. If you clone to a billed invoice you cannot change the value of the invoice. If, as a result of negotiation, you have changed the quote, make the changes before creating the invoice.

2. If the invoice is not billed when it is created you may make as many changes as you like.

The clone quotes form is as follows:



Note: The invoice is cloned with the same number as the quote - less "QUO-". So the above example will clone an invoice with the number 2001100071.

- Check **Bill the invoice** to create a billed invoice. If you think any changes may be required leave the box unchecked.
- If you have created text associated with any lines check **Transfer text** to make it part of the invoice.
- **Billing date** defaults to the current date.
- **Date payment due** defaults to 30 days after the billing date. You can change that date if you like.
- **Description** defaults to the description of the quote. It may need to be changed.
- Click **Clone**. You will be informed when cloning has finished. The form then closes.

Once a quote has been cloned it cannot be cloned again. If you attempt to you will be warned.

End of period adjustments

Warning - end of period adjustments requires a fairly high level of accounting/bookkeeping knowledge. Do not carry out these operations if you are not sure what you are doing.

You may carry out end of period adjustments when certain payments and expenses cross periods. For example you may have paid insurance in June for twelve months. At the end of the financial year (assuming it is March) your insurance company has been paid for three months in advance. You therefore subtract 3 months of that payment from your expense for the current year and add it to the following year. Similar adjustments may be carried out for leases, rates, wages and salaries and for invoiced income and supplier charges.

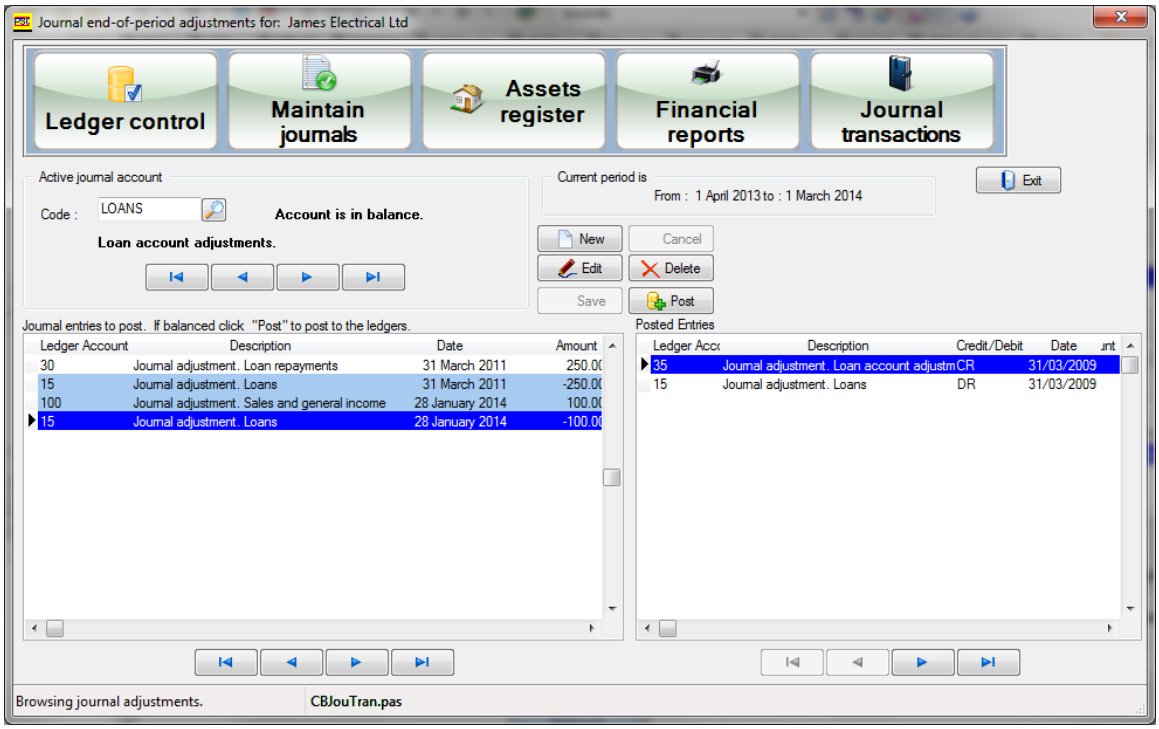
To carry out end of period adjustments follow the sequence below:

1. Set up a ledger control record. This is used to define the current period/year.

2. Set up the required journals. The journals do not appear on any reports. They are "buckets" to hold transaction adjustments until they are posted to the ledger. They are also used to ensure any adjustments balance. You can create default credit and debit ledger links that help simplify the entry of journal adjustments. It is the adjusting transactions that appear on reports.

3. Enter the journal adjustment transactions. Each journal adjustment must consist of at least two entries, a debit and a credit. Some may have more than two. But all such entries must balance. That is, total credit value minus total debit value must equal zero. If it does not you may not post the entries to the ledger.

Start Journal adjustments from the **company control** form by clicking the **Balance Sheet** button.


Journal end-of-period adjustments for: James Electrical Ltd
Ledger control
Maintain journals
Assets register
Financial reports
Journal transactions
Active journal account
Code : LOANS
Account is in balance.
Loan account adjustments.
Current period is
From : 1 April 2013 to : 1 March 2014
Exit
New
Cancel
Edit
Delete
Save
Post
Journal entries to post. If balanced click "Post" to post to the ledgers.
Ledger Account Description Date Amount
30 Journal adjustment. Loan repayments 31 March 2011 250.0
15 Journal adjustment. Loans 31 March 2011 -250.0
100 Journal adjustment. Sales and general income 28 January 2014 100.0
15 Journal adjustment. Loans 28 January 2014 -100.0
Posted Entries
Ledger Acc Description Credit/Debit Date
35 Journal adjustment. Loan account adjustm CR 31/03/2009
15 Journal adjustment. Loans DR 31/03/2009
Browsing journal adjustments.
CBJouTran.pas

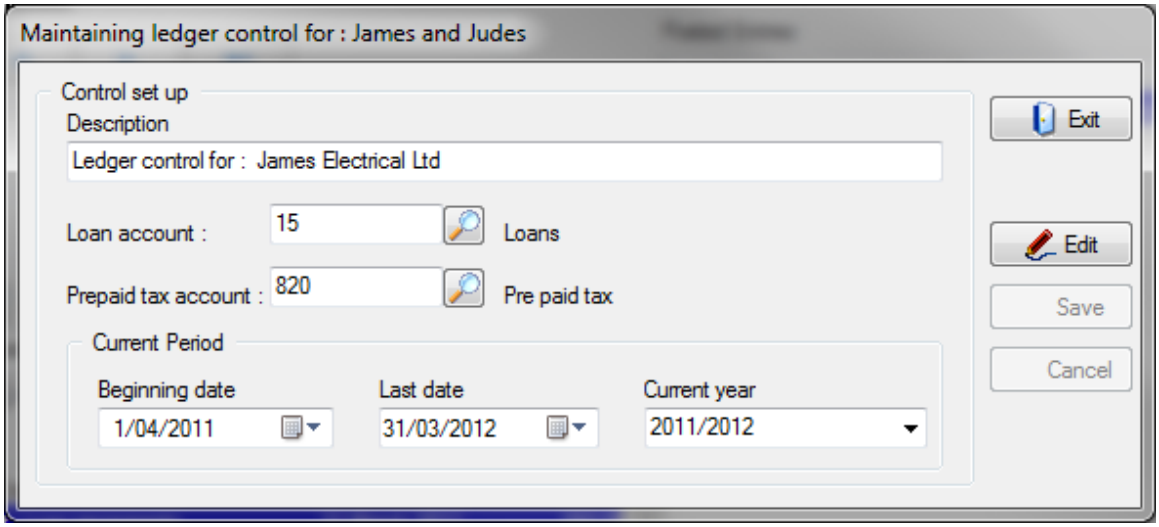
Ledger Control

To carry out journal adjustments, each company must have a ledger control record. The control record defines the period adjustments relate to.

Entering adjustment entries outside the current period results in a warning. Once the end of period adjustments have been posted the new period dates may be entered. They need to be changed manually as Retail Business does not "roll over" periods.

If there is no control record the New button is visible and active. This becomes invisible and inactive once the record has been created.

- Enter a description if you wish. This defaults to "Ledger control for : etc".
- Enter a ledger account code for the loans and prepaid tax ledger accounts. If you do so you must make end of period adjustments to decrease the value of the loan(s) – usually to the value of the amount you repaid over the year. Do not enter any codes if you are uncertain about how to do this. You must also enter journal adjustments to deal with prepaid tax at the end of the year. Entering the codes here ensures the balances appear in the correct places on the balance sheet. The balances must also be correct – hence the need to do journal adjustments.
-

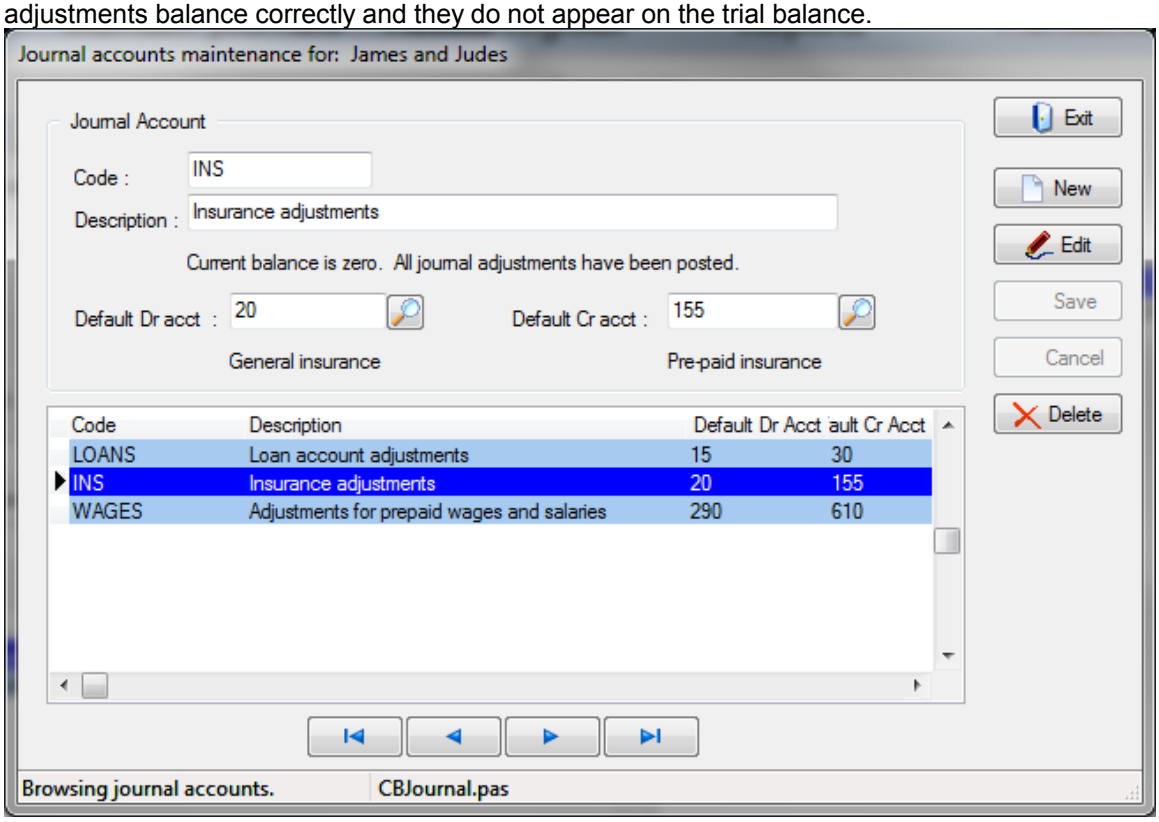


- Enter the **beginning date** of the current year or period. Professionals does not use these dates for any other reason than checking that journal adjustments have the correct date so they can appear correctly on the trial balance and balance sheet.
- Enter the last date for the period. Generally both these dates should be the first and last days of the financial year.
- Select the year range the period relates to.

Note: You can define each period as a month, or year. If you define it as a month it is assumed that journal adjustments will be made on a monthly basis.

Journals

To carry out journal adjustments the journals must be defined. These are purely to ensure that adjustments balance correctly and they do not appear on the trial balance.



- Click **New** to create a new journal.
- Enter a unique code. This can be alphabetic (as above) or numeric.
- Enter a description of the journal.
- Select the default credit and debit accounts. These appear automatically when creating a new journal adjustment. You don't need to use the defaults as any valid ledger account is acceptable. If you are uncertain about how to do this, stop now. Setting the journals up correctly requires some accounting knowledge. If you have a sympathetic accountant look at the list above, decide if it applies to you, and then ask them how to set up journals for those accounts. The ones shown are the ones that usually require journal adjustments for most businesses.

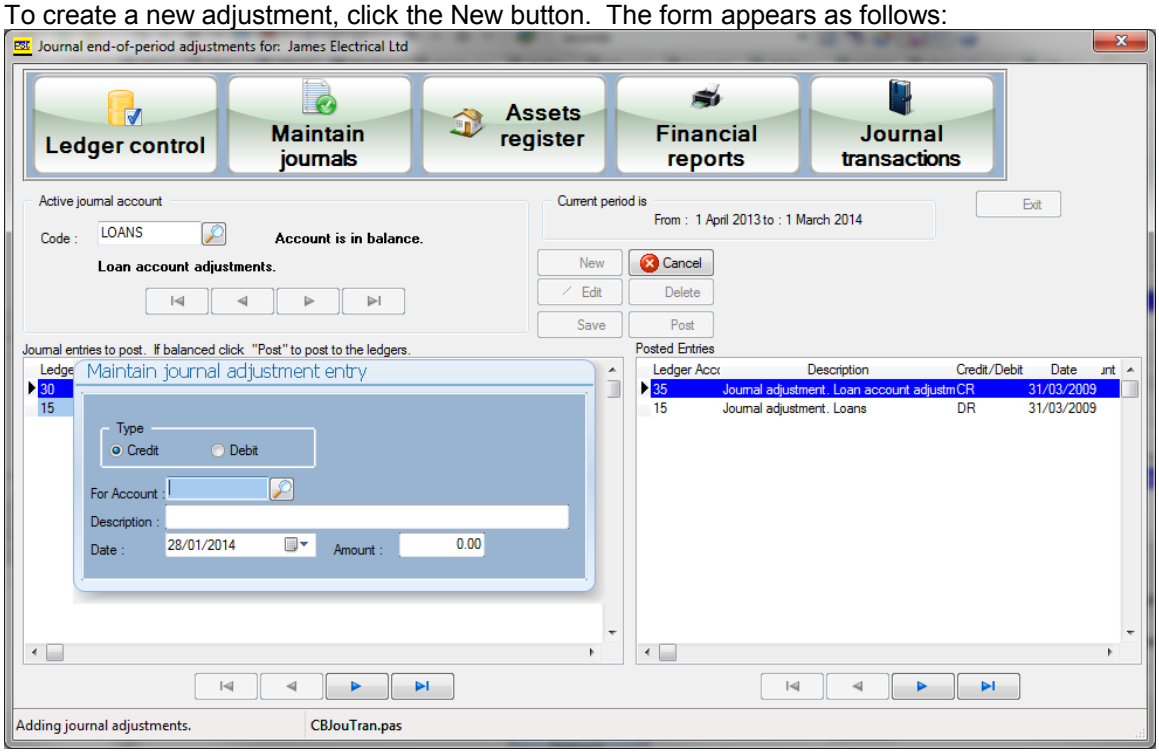
Journal Adjustments

To enter a new set of adjustments make sure the correct journal appears in the **Active journal account** panel. If there are any current (unposted) journal entries they will appear in the grid at the bottom. And the first will be displayed in the **Active journal entry** panel.

The current period (as per journal control settings) is displayed in the **Current period is** panel.

If the selected journal has any posted entries they appear in the Posted Entries grid on the right,

To create a new adjustment, click the New button. The form appears as follows:

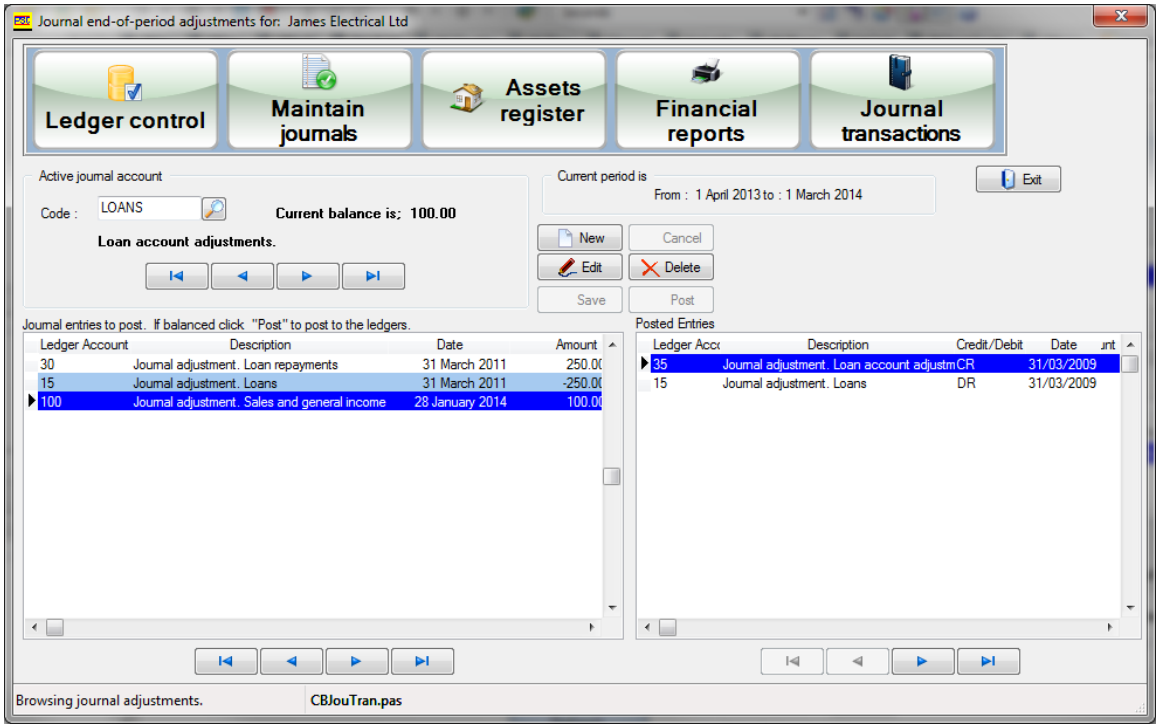


The first entry defaults to a credit entry. If you have previously set up default ledger accounts for the selected journal the credit account displays. You can change it if required.

The description defaults to "Journal adjustment" plus the description of the ledger account. This is the description that appears in the transaction reports.

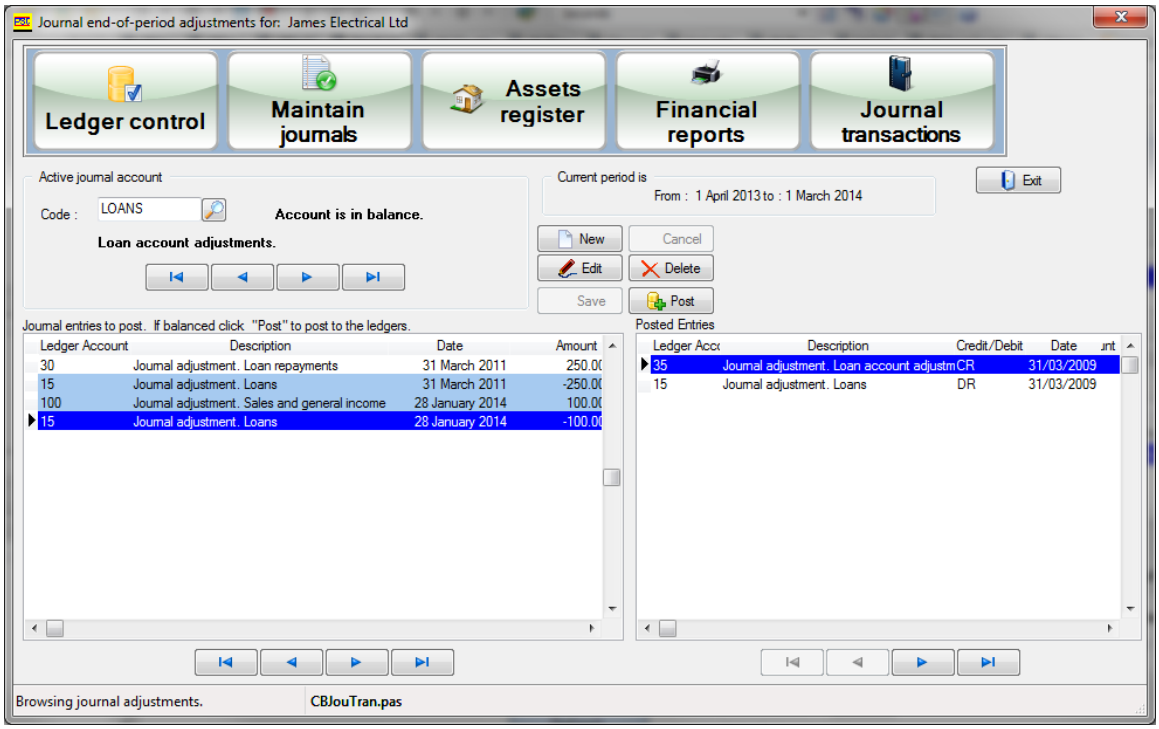
Enter the date, and the amount.

Click Save and the form appears something like the following:


Journal end-of-period adjustments for: James Electrical Ltd
Ledger control
Maintain journals
Assets register
Financial reports
Journal transactions
Active journal account
Code : LOANS
Current balance is; 100.00
Loan account adjustments.
Current period is
From : 1 April 2013 to : 1 March 2014
Exit
New
Cancel
Edit
Delete
Save
Post
Journal entries to post. If balanced click "Post" to post to the ledgers.
Ledger Account Description Date Amount
30 Journal adjustment. Loan repayments 31 March 2011 250.0(
15 Journal adjustment. Loans 31 March 2011 -250.0(
100 Journal adjustment. Sales and general income 28 January 2014 100.0(
Posted Entries
Ledger Acc Description Credit/Debit Date
35 Journal adjustment. Loan account adjustm CR 31/03/2009
15 Journal adjustment. Loans DR 31/03/2009
Browsing journal adjustments.
CBJouTran.pas

Because this is for only one side of the ledger the entry does not balance. The **Active journal account** panel displays a balance of 100.00 and the **Post** button is disabled.

When the balancing entry is created the form appears as follows:


Journal end-of-period adjustments for: James Electrical Ltd
Ledger control
Maintain journals
Assets register
Financial reports
Journal transactions
Active journal account
Code : LOANS
Account is in balance.
Loan account adjustments.
Current period is
From : 1 April 2013 to : 1 March 2014
Exit
New
Cancel
Edit
Delete
Save
Post
Journal entries to post. If balanced click "Post" to post to the ledgers.
Ledger Account Description Date Amount
30 Journal adjustment. Loan repayments 31 March 2011 250.0(
15 Journal adjustment. Loans 31 March 2011 -250.0(
100 Journal adjustment. Sales and general income 28 January 2014 100.0(
15 Journal adjustment. Loans 28 January 2014 -100.0(
Posted Entries
Ledger Acc Description Credit/Debit Date
35 Journal adjustment. Loan account adjustm CR 31/03/2009
15 Journal adjustment. Loans DR 31/03/2009
Browsing journal adjustments.
CBJouTran.pas

The **Post** button is now enabled and the phrase "Account is in balance" appears in the Active journal account panel.

The adjustment can now be posted. When posted each transaction is placed in the journal as if it is a normal transaction. As a result they show on normal transaction reports.

Note - posted adjustments can only be "removed" by further adjustments.

Asset Register

Use the asset register if you wish to carry out depreciation calculations and keep a full register of your assets. Other wise it is better to leave it alone and let your accountant handle it. A key to using the assets register is that you know enough about depreciation to be able to select the correct depreciation rate and method from the IRD's asset/depreciation schedule.

To running the asset register means you can:

1. Import assets from the transaction used to pay for them. To do this set up asset control to link to the capital expenses ledger account. Import transactions just before, or after, the end of the financial year. **Make sure the capital expense account has tax disabled.** Capital expenses must not be taxable items if depreciation is claimed.
2. Enter assets purchased in previous years and calculate the amount of depreciation to be claimed. This does not calculate depreciation for the current year.
3. Dispose of assets. Records the sale price of disposed assets. You need to create an asset sales ledger account and enter the journal code in the **Income – sale of assets** field of the asset configuration form.
4. Calculate depreciation on assets. Run this process once a year when you want to send your books to your accountant. Or your accountant can run it for you if they have Retail Business installed. If they don't contact us and we will send them a demonstration copy - this may be loaded with your data but no editing is possible.
5. Include depreciation and profit/loss on asset disposal in the profit and loss statement. If you run the trial balance assets are included.
6. Print an asset schedule for selected and all assets by year or for all years.

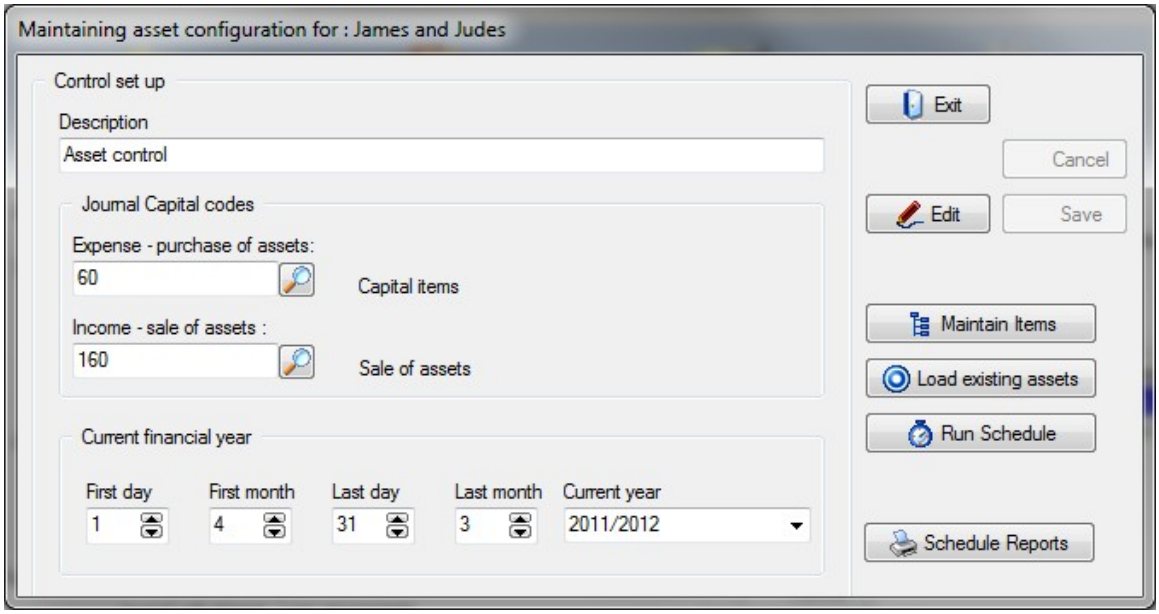
Access asset management from the balance sheet menu.

Configuring Depreciation

Create ledger accounts for capital expenses and asset disposal income. This allows automated creation of assets from your transactions and recording profit/loss on disposal of an asset.

The capital ledger account must be included in the depreciation control form. You should only have one capital ledger account. Don't create one for every major asset you purchase.

Note – Calculating profit/loss on the disposal of assets is a major operation. If you keep your asset register up to date, and properly record the sale price, your accountant can do this for you. Don't attempt to do it yourself. Send your accountant the asset schedule at the end of the year if you want them to do this. When they give you the information enter it into the sale of assets account.



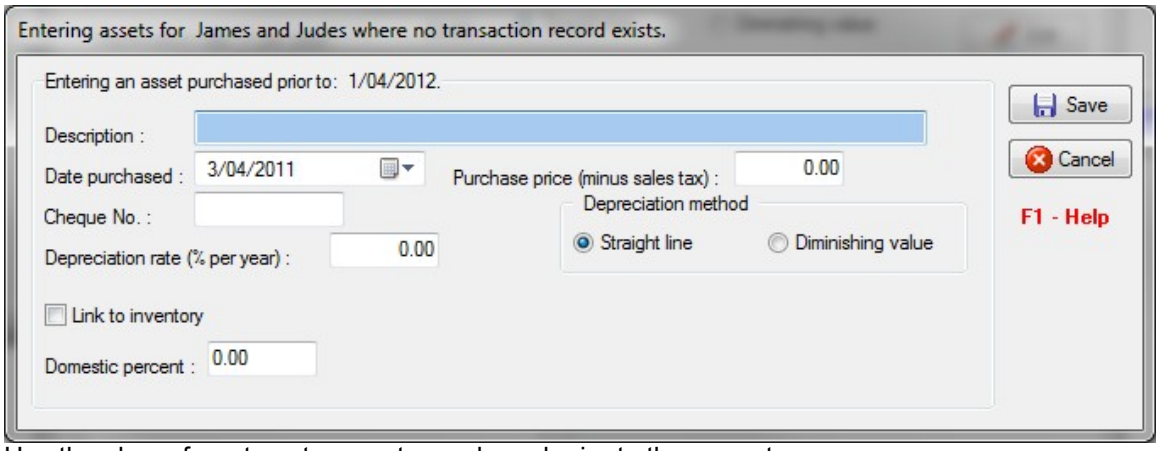
- When you click **New** a description of the configuration is created for you. You can change this if you wish.
- Enter, or select, the capital purchases expense account code from the ledger. If you are going to use this account is has to have GST turned off. Capital items that are depreciated may not have GST claimed on them.
- Enter, or select, the sale of assets income account from the ledger. This account is non-taxable and not subject to GST
- Define the days and months at the beginning and end of the financial year. These control whether depreciation for an asset is for an entire year or a fraction of the year. For example, assets are not depreciated for the entire year in the year they were purchased unless purchased in the first month of the year. As a result the software needs to know when the beginning of the year was.
- Select the current financial year. Note this assumes the financial year crosses calendar years. Depreciation for older assets is calculated once you save the new asset's entry and is up to, but not including, the current financial year.

Once the first depreciation schedule has been run the financial year definition cannot be changed manually. The current year is changed when the depreciation schedule is run for that year. **Run the schedule once during a financial year - at the end of it.**

Creating new assets

You may load assets into the register in two ways:

1. **If the asset was purchased during the current financial year** (as displayed in the depreciation control form). Load it from the cheque/payment transaction that records the payment. The ledger account the transaction is for must be the same as the capital expense account in the depreciation control form.
2. **If the asset was purchased prior to the current financial year**. Create a new asset from the asset maintenance form. Make sure you have the cheque/transaction number, purchase date and purchase price. When saved depreciation is calculated and the asset's current value is calculated.

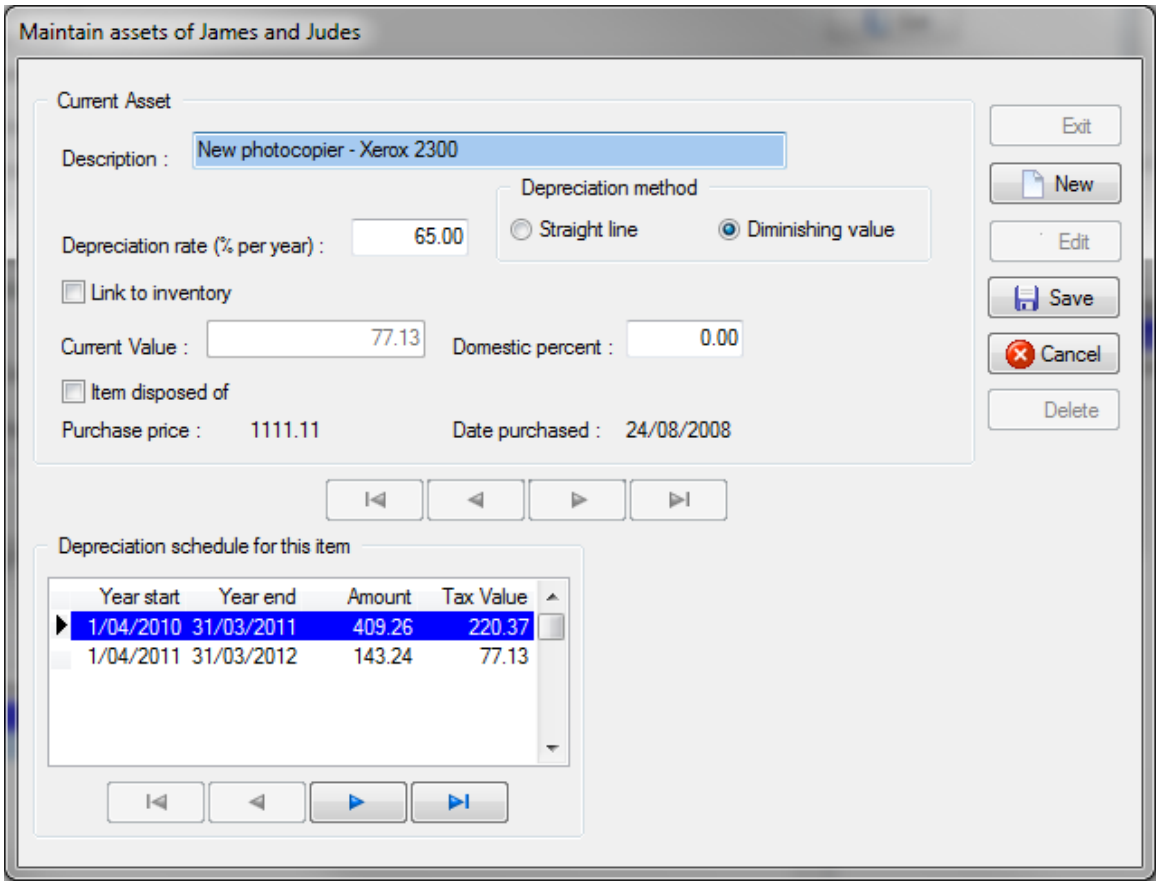


Use the above form to enter assets purchased prior to the current year.

Activate it by clicking **New** on the assets maintenance form.

If the asset has a value of zero at the beginning of the current year there is no point loading it. Unless it is on the books and you intend to record its disposal.

If you don't know the depreciation method and rate – stop now. The information is available from the IRD's website.



- If the asset was loaded from the purchase record the description used there displays in the description.

- Enter the depreciation rate for the item.
- Select the depreciation method for the item.
- If this is an inventory item (and you intend to write off depreciation on such inventory) define a link to the inventory record.
- Enter the current value if it is a new item. You cannot change this once the first depreciation run has completed.
- Enter the domestic percent of the item if the item is to be used for domestic purposes. If the item is "split" depreciation is run on the business component only.

To create records for assets purchased in the current financial year click the **Load Existing Asset** button on the depreciation control form. Once the asset has been loaded use asset maintenance to define the depreciation rate and method.

If you are unsure of the depreciation rate and method to use check with your accountant or check the IRD's website.

Running depreciation

Run depreciation after the end of the financial year. The result enables you to include asset valuation in the profit and loss and trial balance reports.

When the depreciation schedule has been run the year is "rolled over" into the next year.

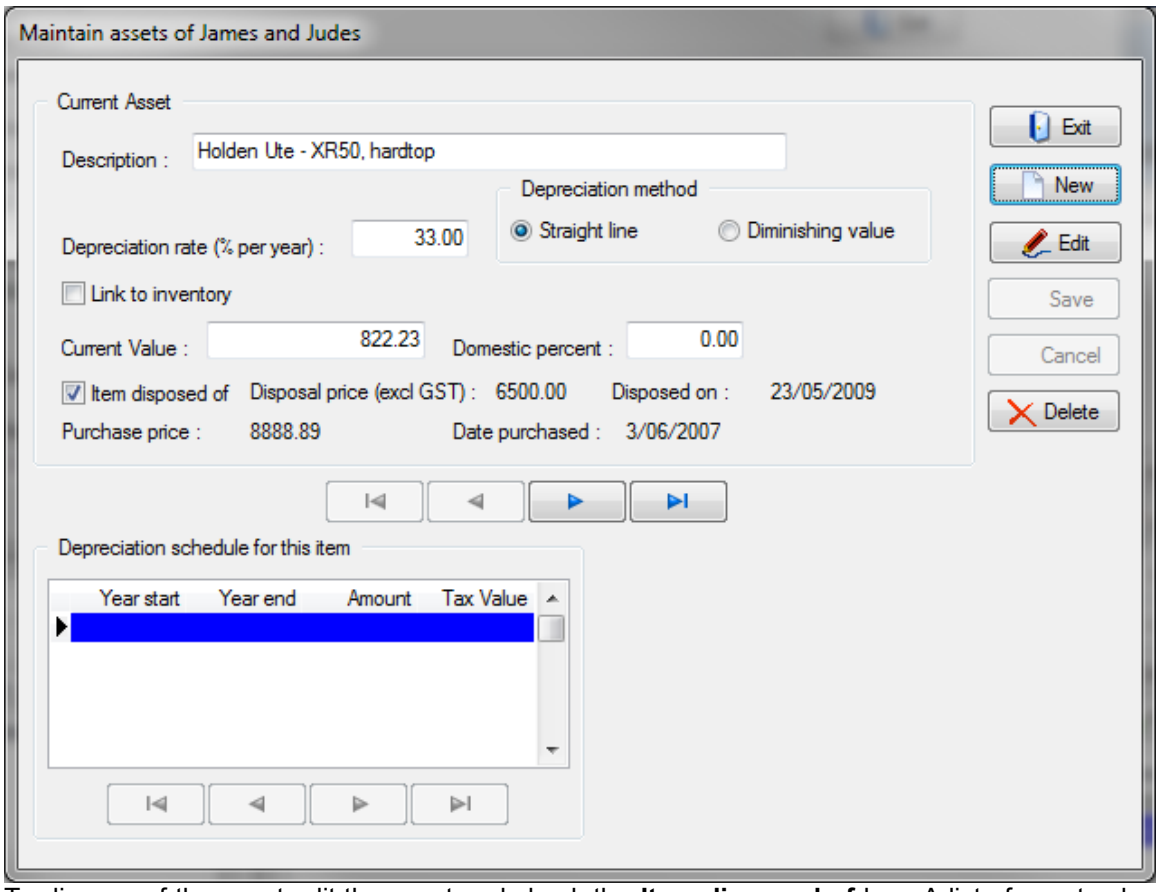
Depreciation is also calculated on asset items you create and that were purchased in years prior to the current one.

Disposing of assets

When you sell an asset you must make allowance of whether you made a profit or loss on the sale. Calculating profit or loss on disposal is a fairly complex process. You should leave it to your accountant.

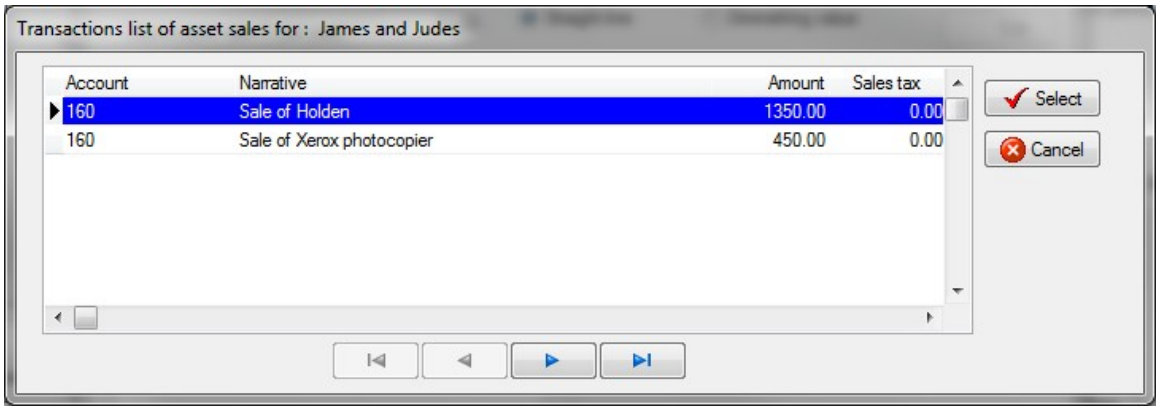
To help your accountant do it, record the sale of the asset transaction in the cash journal **and also against the asset in asset maintenance.** You can then print off the assets schedule which will display the required information.

Enter the sale as a normal transaction. If the transaction was a cash-only one, use the cash transactions form. You can include it as part of a detailed bank transaction. Use the Sale of Assets ledger account code.



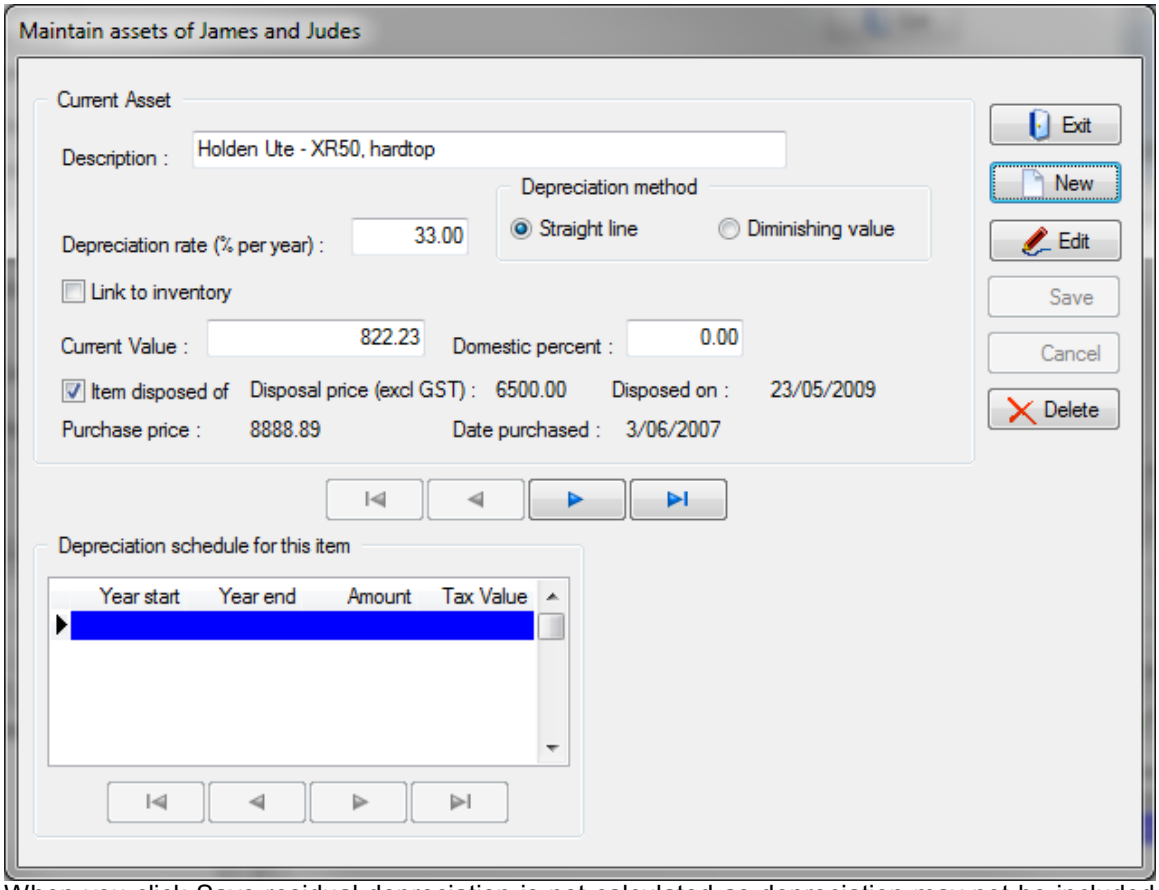
To dispose of the asset edit the asset and check the **Item disposed of** box. A list of asset sales (defined by the income account included in the Asset Configuration form) appears.

In the Asset Maintenance form check the **Item disposed of** box. The following form appears:



Only transactions for the assets sales ledger account defined in the asset register control display in the above list.

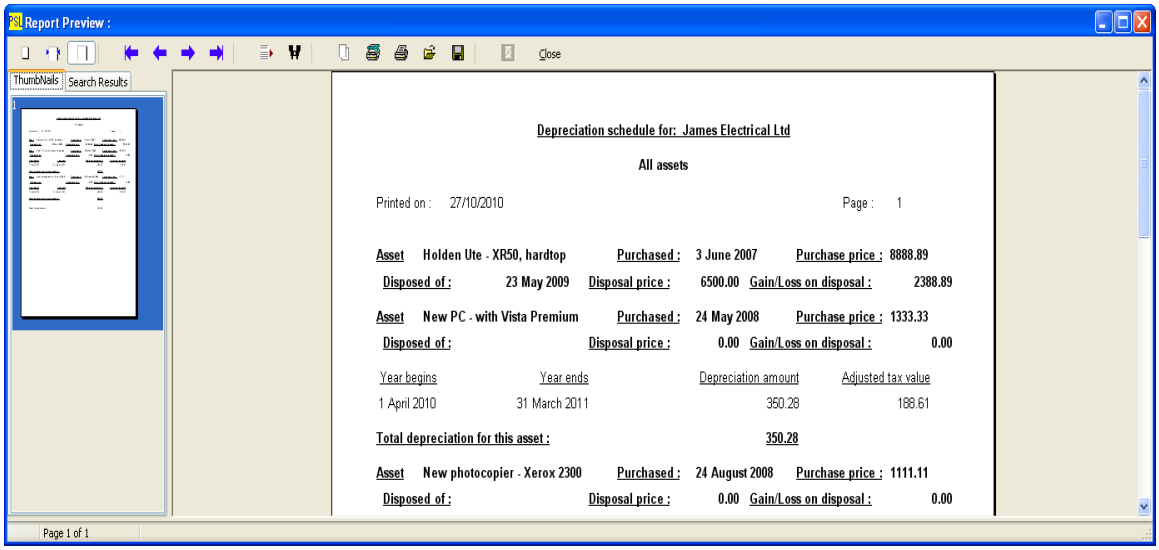
Select the relevant sales record. The asset maintenance form now appears as follows:



When you click Save residual depreciation is not calculated as depreciation may not be included in the year an asset is disposed of.

Calculating the net profit/loss on the sale of an asset is a major operation that involves a large number of factors. To enable that to be done send a copy of your asset schedule to your accountant.

The following report is for all assets to date.

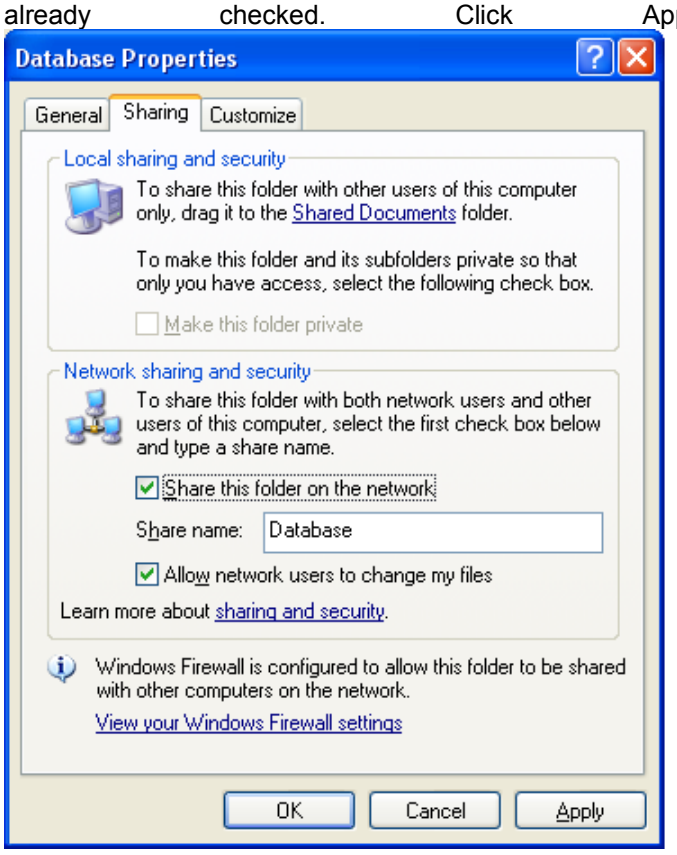

Report Preview :
Close
ThumbNails
Search Results
Depreciation schedule for: James Electrical Ltd
All assets
Printed on : 27/10/2010
Page : 1
Asset Holden Ute - XR50, hardtop Purchased : 3 June 2007 Purchase price : 8888.89
Disposed of : 23 May 2009 Disposal price : 6500.00 Gain/Loss on disposal : 2388.89
Asset New PC - with Vista Premium Purchased : 24 May 2008 Purchase price : 1333.33
Disposed of : Disposal price : 0.00 Gain/Loss on disposal : 0.00
Year begins Year ends Depreciation amount Adjusted tax value
1 April 2010 31 March 2011 350.28 188.61
Total depreciation for this asset : 350.28
Asset New photocopier - Xerox 2300 Purchased : 24 August 2008 Purchase price : 1111.11
Disposed of : Disposal price : 0.00 Gain/Loss on disposal : 0.00
Page 1 of 1

Installing Front Counter - standalone

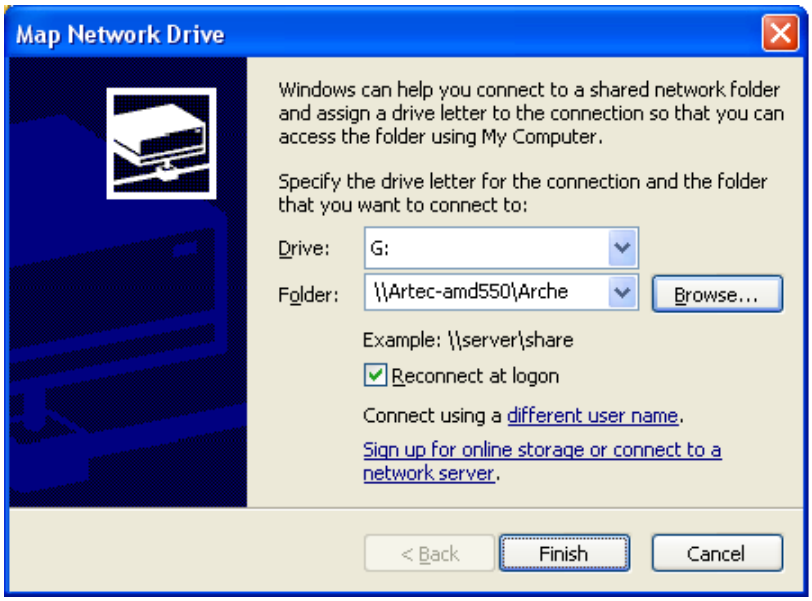
Front Counter can be installed on PCs that have access to the Retail Business database. By default Front Counter is installed as part of Retail Business. Front Counter can be installed as a cashier workstation once the base system is installed. If the intention is to install it on another PC purchase a workstation license.

To install Front Counter workstation follow the instructions below:

1. Install Retail Business base system.
2. Make sure the database (by default C:\PSL\Database) can be shared. To share the folder start up Windows Explorer (right click the Start button), select the folder C:\PSL and right click it. Select **Sharing and Security** and check the "Share this folder" box if it is not already checked. Click Apply then Ok.


Database Properties
General
Sharing
Customize
Local sharing and security
To share this folder with other users of this computer only, drag it to the Shared Documents folder.
To make this folder and its subfolders private so that only you have access, select the following check box.
Make this folder private
Network sharing and security
To share this folder with both network users and other users of this computer, select the first check box below and type a share name.
Share this folder on the network
Share name:
Database
Allow network users to change my files
Learn more about sharing and security.
Windows Firewall is configured to allow this folder to be shared with other computers on the network.
View your Windows Firewall settings
OK
Cancel
Apply

3. On the PC Front Counter is to be installed on start up Explore and select Tools | Map Network drive.


Map Network Drive
Windows can help you connect to a shared network folder and assign a drive letter to the connection so that you can access the folder using My Computer.
Specify the drive letter for the connection and the folder that you want to connect to:
Drive:
G:
Folder:
\\Artec-amd550\Arche
Browse...
Example: \\server\share
Reconnect at logon
Connect using a different user name.
Sign up for online storage or connect to a network server.
< Back
Finish
Cancel

4. Find the drive of the PC Retail Business is installed on by clicking the Browse button. If you cannot find it the connection to the PC may have been dropped. The workstation PC may have to be shut down and restarted. Or repair the connection if using XP, Vista, Windows 7 or 8.

Warning – don't map to the folder the Base System database is on. The network will not be able to connect consistently if you do that. Map to the C: drive only. Or whichever drive the database has been installed on if you are running in a server-based environment.

Once the shared drive displays in the Folder field check **Reconnect on Logon**, click Finish. The database is now accessible from the Front Counter PC. The shared folder must be the drive of the PC, not the full folder as in C:\PSL\Database.

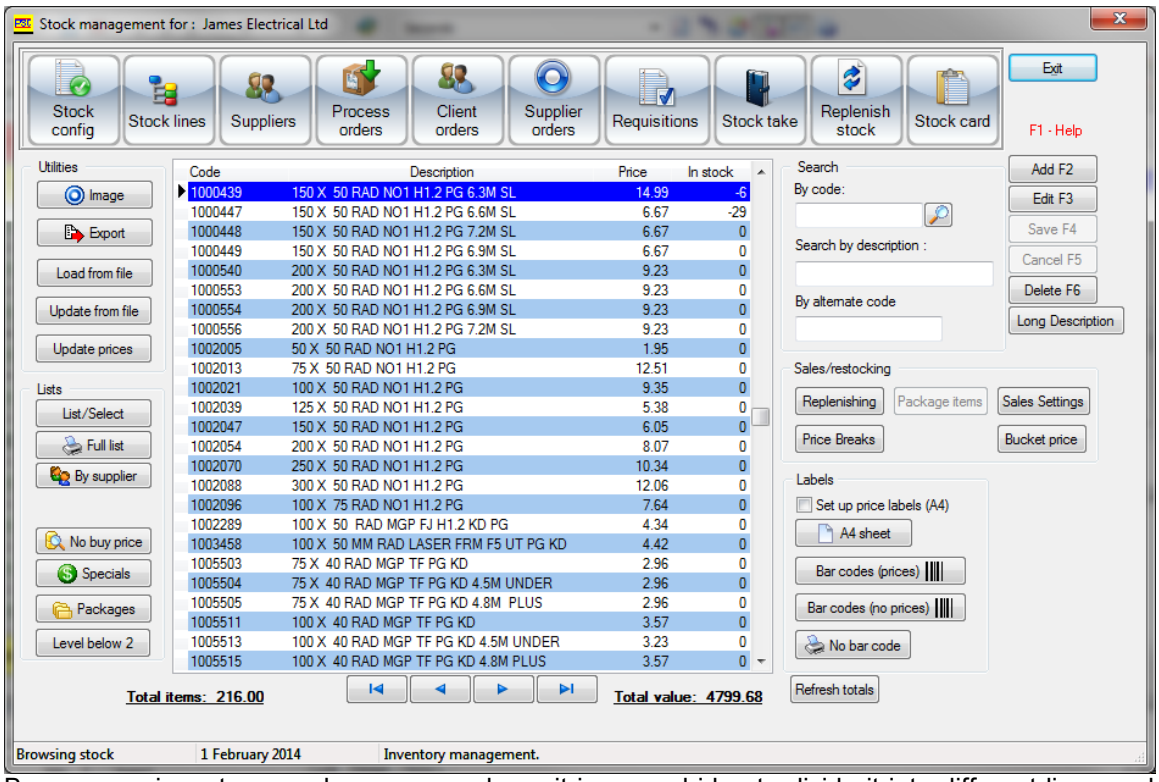
5. Place the Workstation installation CD in the PC. If the installation does not start automatically double click Setup.exe. This installs the Front Counter application. Do not change the default settings.

6. Go to the Workstation folder on the CD. Double click InstallWkstn.exe and select the network drive defined in step 4 (eg. G:) then the folder C:\PSL\Database.

From now on, so long as both PCs are running, Front Counter can access the data it needs to run.

Stock/Inventory management

If you intend to maintain a full inventory use the Stock Management form to carry out inventory-related operations.


Stock management for : James Electrical Ltd
Stock config
Stock lines
Suppliers
Process orders
Client orders
Supplier orders
Requisitions
Stock take
Replenish stock
Stock card
Exit
F1 - Help
Utilities
Image
Export
Load from file
Update from file
Update prices
Lists
List/Select
Full list
By supplier
No buy price
Specials
Packages
Level below 2
Code
Description
Price
In stock
1000439 150 X 50 RAD NO1 H1.2 PG 6.3M SL 14.99 -6
1000447 150 X 50 RAD NO1 H1.2 PG 6.6M SL 6.67 -29
1000448 150 X 50 RAD NO1 H1.2 PG 7.2M SL 6.67 0
1000449 150 X 50 RAD NO1 H1.2 PG 6.9M SL 6.67 0
1000540 200 X 50 RAD NO1 H1.2 PG 6.3M SL 9.23 0
1000553 200 X 50 RAD NO1 H1.2 PG 6.6M SL 9.23 0
1000554 200 X 50 RAD NO1 H1.2 PG 6.9M SL 9.23 0
1000556 200 X 50 RAD NO1 H1.2 PG 7.2M SL 9.23 0
1002005 50 X 50 RAD NO1 H1.2 PG 1.95 0
1002013 75 X 50 RAD NO1 H1.2 PG 12.51 0
1002021 100 X 50 RAD NO1 H1.2 PG 9.35 0
1002039 125 X 50 RAD NO1 H1.2 PG 5.38 0
1002047 150 X 50 RAD NO1 H1.2 PG 6.05 0
1002054 200 X 50 RAD NO1 H1.2 PG 8.07 0
1002070 250 X 50 RAD NO1 H1.2 PG 10.34 0
1002088 300 X 50 RAD NO1 H1.2 PG 12.06 0
1002096 100 X 75 RAD NO1 H1.2 PG 7.64 0
1002289 100 X 50 RAD MGP FJ H1.2 KD PG 4.34 0
1003458 100 X 50 MM RAD LASER FRM F5 UT PG KD 4.42 0
1005503 75 X 40 RAD MGP TF PG KD 2.96 0
1005504 75 X 40 RAD MGP TF PG KD 4.5M UNDER 2.96 0
1005505 75 X 40 RAD MGP TF PG KD 4.8M PLUS 2.96 0
1005511 100 X 40 RAD MGP TF PG KD 3.57 0
1005513 100 X 40 RAD MGP TF PG KD 4.5M UNDER 3.23 0
1005515 100 X 40 RAD MGP TF PG KD 4.8M PLUS 3.57 0
Total items: 216.00
Total value: 4799.68
Search
By code:
Search by description :
By alternate code
Add F2
Edit F3
Save F4
Cancel F5
Delete F6
Long Description
Sales/restocking
Replenishing
Package items
Sales Settings
Price Breaks
Bucket price
Labels
Set up price labels (A4)
A4 sheet
Bar codes (prices)
Bar codes (no prices)
No bar code
Refresh totals
Browsing stock
1 February 2014
Inventory management.

Because an inventory can become very large it is a good idea to divide it into different lines and each line into different groups. This makes it much easier to set up sales and carry out stock take.

For details about using lines and groups read the section on Stock Lines and Groups.

In addition, if you intend to use the Stock line buttons you must create stock lines. Groups aren't necessary in that case.

It may be possible to load the inventory from an existing price list.

Currently the following price lists can be imported:

1. Placemakers.
2. Carters
3. MasterTrade (also Corys and EquipSafety) - select comma separated.
4. Mico - select extended comma separated.
5. J.A. Russell.
6. Ideal Electrical - select NZA Gold
7. Electus Distribution – initial load – includes price breaks, not bar codes
8. Telfers (Redpath, Radcliffs)
9. Professional Systems exported inventory (CSV).
10. Electus Distribution Silver Core price list – includes bar codes.
11. MYOB – retail basics stock export.
12. Cashbook Complete – CSV.
13. QuickBooks after the IIF file has been converted to CSV.

Others will be added as customers request them. If you wish to do so please provide an example file from your supplier's web site or software.

If you are running a bookshop the following price lists can be imported (first check the "Use Book List" box on the Stock Configuration form).

1. Educational Distributors Ltd
2. Harper Collins.
1. David Bateman
2. Reeds
3. Craig Potton Publishing

Importing from Excel (CSV) file.

To import stock from an Excel CSV file the fields must be in a particular order. And certain fields must have something in them and be unique.

The CSV file is the same format as the Professionals stock export file. When importing select the Professionals Inventory option in the Load form (select Load the stock menu).

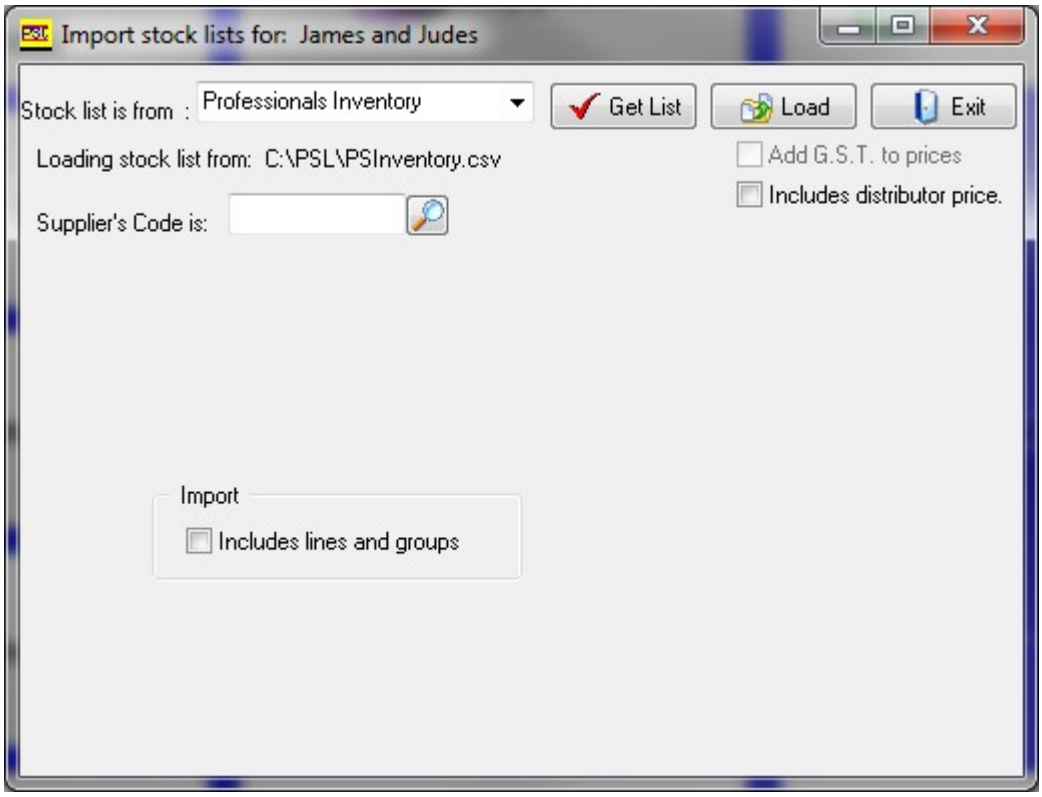
The import file must be in the following format and order:

Stock code (20 characters), Bar code (20 characters) - leave blank if you don't have any, description (240 characters), supplier code (20) (leave blank if none), unit of measure (10), RRP (leave any commas out), trade price (leave any commas out) 0 if none, buy price (leave any commas out) – 0 if none, no. in stock (0 if none), No. on order (0 if none).

Stock code is compulsory. **It must be unique**. Bar code is not compulsory, but, if importing, it must be unique. If you intend to leave a field blank then that field (column) in Excel must also be blank.

In the money fields, make sure there are no commas. So 1,000.00 should be 1000.00. That means the field should be text in Excel, or be set up as Custom - 0.00 so no commas are created when the amount is above 999.99. Not numeric.

In the Load form follow these instructions:



- From the drop down list select "Professionals Inventory". IMPORTANT uncheck the "Includes lines and groups" box.
- Get the list from the folder you have it in by clicking "Get List".
- If you are updating (rather than loading) check the "Create new items" box.
- If the prices don't include GST you need to add it. So check the "Add GST to (listed) prices".
- If you have included the distributor prices check the **Includes distributor price** box.
- Click either Load or Update. Depending on which form you are using.

Warning: The load will not run if there is already stock in the inventory. In that case select Update and Create new items

Prices can be updated from a current supplier price list from the relevant web site or downloaded by e-mail.

Other price lists will be added when suppliers provide details and there is sufficient demand from Professional's customers. You can add material items while entering invoice details and stock orders if an item's code is not found.

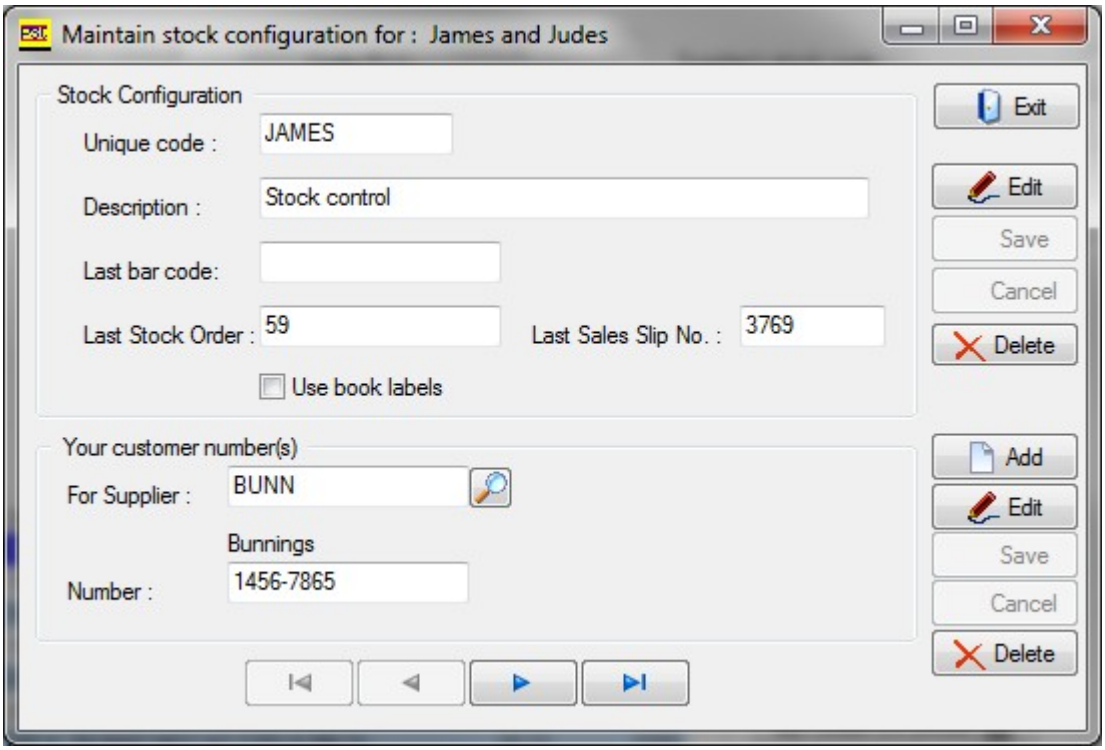
Stock Configuration

Use this form to configure the stock sub-system

- A **unique code** is required.
- **Description** is optional - put something in there if you are running more than one company.
- **Last bar code, last stock order** and **last sales** slip fields are optional. If you wish to create your own bar codes they must conform to the EAN13 standard. That is, 13 characters (numbers) long, a non-zero as the first character and a check digit as the last two numbers. If you have a bar code generator you would be advised to generate bar

codes using that. If you don't there is a good chance your bar codes don't comply with the standard. In that case the scanner will not work and you will need to enter the code manually. There is a risk, if using price lists from your supplier(s) that your bar codes may overlap theirs. In that case don't create your own.

- Check **Use book labels** if running a bookshop. This ensures the correct fields are visible in the inventory maintenance form and the correct supplier list is available to load and update the price lists. If it is not checked the suppliers are assumed to be trade.



- Customer number(s) are required if you intend to use stock orders and send orders to the supplier. To complete these fields create the supplier first.
- Sales slip number is required to use the cash sales facility. If not, ignore it. It can be left at 0 and will increment from there.

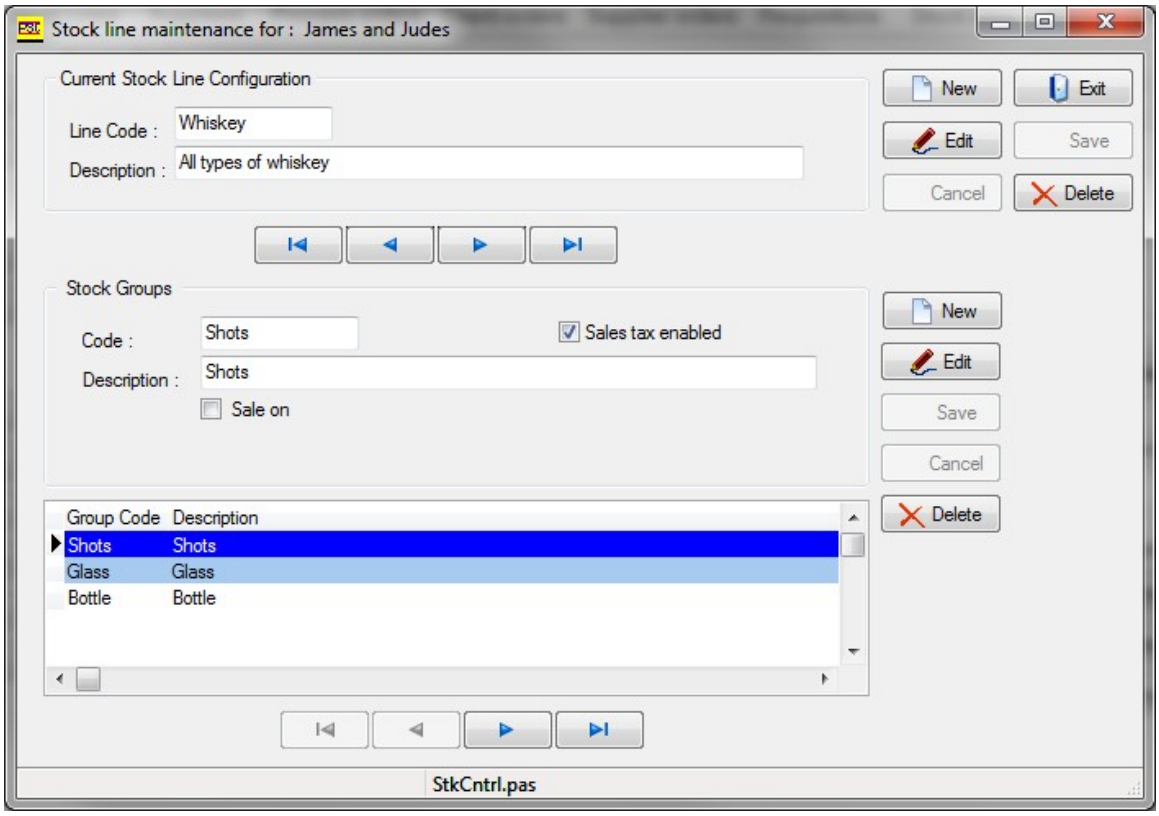
Stock lines and groups

Using stock lines and groups helps to simplify the management of the inventory. Because some price lists can be very long (up to 30000 plus items) consider whether there is benefit in making use of lines and groups. Some lines and groups are created automatically (if you select that option) when loading the price lists (Carters, Mico and Placemakers). Although the descriptions are not exactly all that useful.

Having stock lines and groups allows you to set up sales for items within groups when having a sale. You can also arrange sales tax holidays by groups.

Stock Lines - these are the highest level of division possible. For example timber, pipes, secondhand books, etc. Stock lines are the level applied to the Stock line buttons. You can attach up to 18 stock lines to the buttons in Front Counter. And up to 36 stock items for each line.

Stock groups - these are the divisions that group stock items into categories such as framing, beams, piles, etc under a stock line such as timber. Group items if they are likely to share sales discounts and are part of shelving sections for stock take..

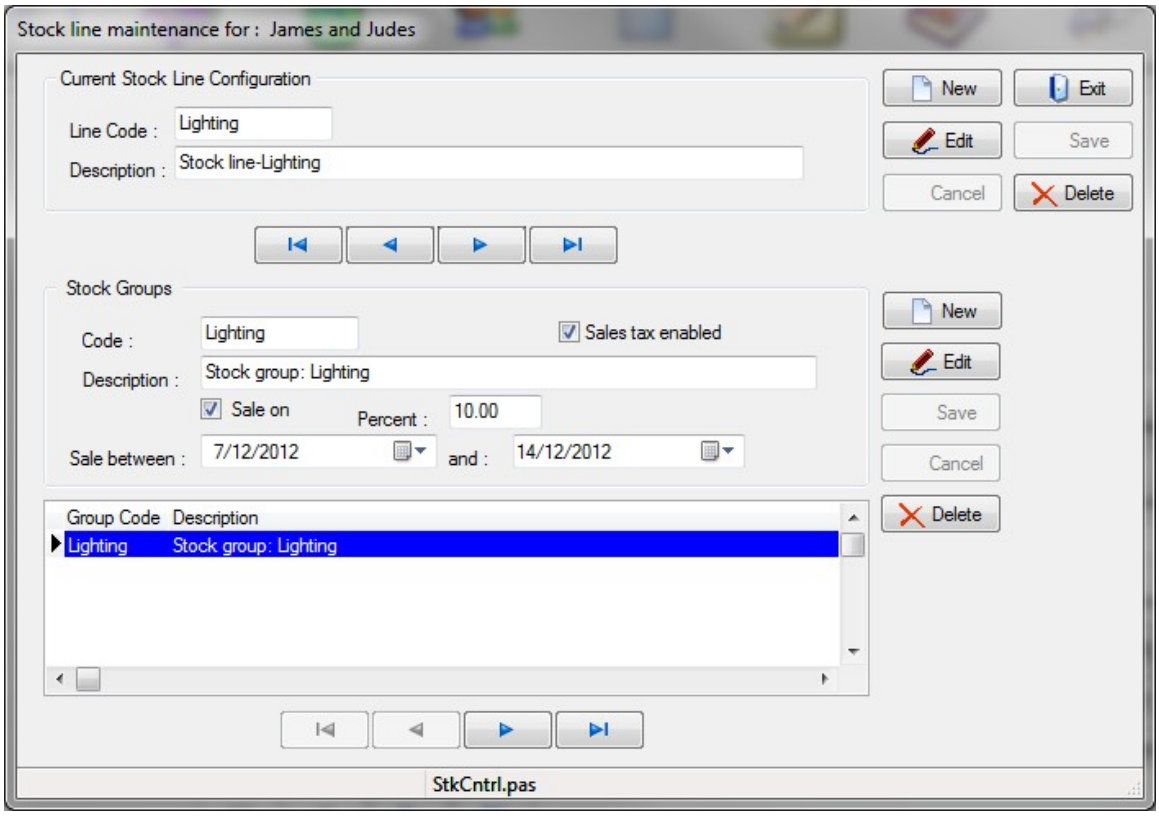


- Create the stock line first. Click **New** in the top group of buttons.
- The line code can be quite descriptive. It must be unique.
- Enter a description of the line. This displays on the inventory item for those linked to the line. If the stock line is to be used on the Stock line buttons make sure the first 12 characters can identify the line.
- Click **Save**
- Create the groups that belong to the stock line. Groups are the level at which sales and specials (like GST holidays) can be arranged.

Creating a stock group

- Click **New** in the bottom group.
- Enter a **code**. This can be quite descriptive. If you have other groups of "lights", for example, it is a good idea to make the code sufficiently descriptive to avoid confusion. For example "SecLights" for security lights, "Relights" for reading lights.
- Enter a **description**.
- If the group is to have a sale check **Sale on** and enter the dates during which the sale will be held. You can set up sales before they are to activate. When **Sale on** is checked the sale will start on the date entered.
- If the group is subject to G.S.T leave **Sales tax enabled** checked. This can be unchecked if you intend to arrange a GST "holiday".

With sales activated the form appears as follows:



The sale is to be held between 7th and 14th of June.

Stock Orders

There are two types of orders; supplier orders and client orders. Supplier orders can be built from client orders by running the **order consolidation** process. You can also build supplier orders by setting up stock items to automatically replenish when the number in stock reaches a defined level.

Supplier orders can be started from the Stock Orders page of Front Counter and the Stock menu. Client orders can be started from the Client Accounts page of Front Counter and the Stock menu.

You can largely maintain the inventory from orders.

- If an item does not exist in the inventory entering it into an order creates it in the inventory.
- When entering the items provided the number of items in the inventory is increased.
- When entering items into an order the number on order in the inventory is updated. As items are recorded as provided the number on order is decreased.
- If the buy price and retail price change entering the new prices into an order updates the price in the inventory.
- All orders can be emailed. When sending a supplier order you need to have entered you customer number for the relevant supplier into stock configuration.

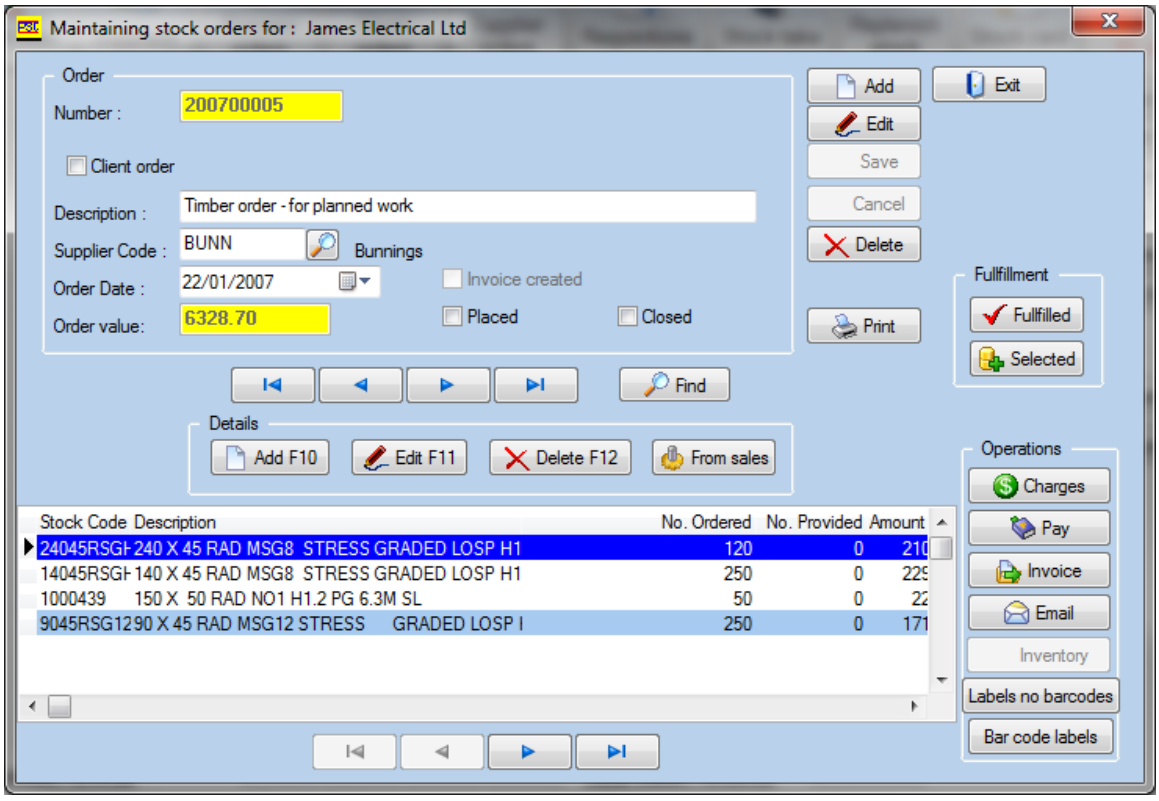
Stock Orders – single supplier

Single supplier orders enable you to consolidate all items for the supplier. For these orders to work properly you must make sure items in the inventory are linked to suppliers. If you have loaded the inventory from MYOB Retail basics, Cashbook Complete or QuickBooks, you need to go through the inventory and create that link.

You can e-mail orders to suppliers.

Orders can be placed for clients. When an order is for a client the order displays in the Client Operations form.

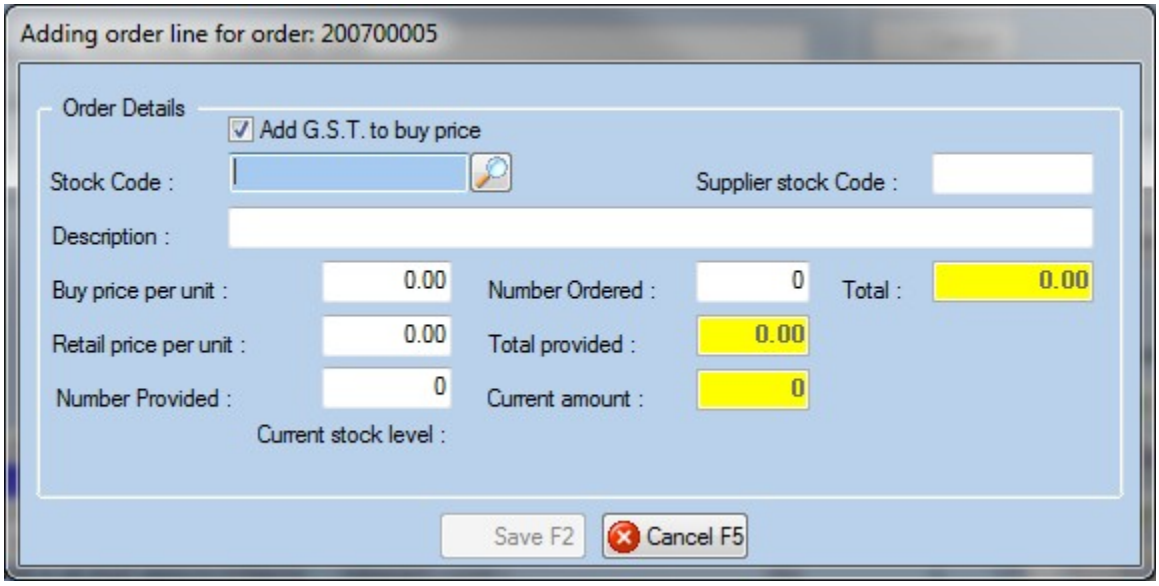
- Click **Add**.
- **Order number** is obtained from stock configuration and is created automatically.
- If the order is for a client check **Client order**. **Client Code** and a selection button display. Select the client code.
- Include a description of the order if you wish to. For example if the order is for a particular job. It is a good idea to include a description as it makes it easier to identify the order when selecting it for fulfillment or if checking for overdue orders.
- Select the supplier.
- Enter the date of the order. Default date is the current day.
- The order is not **placed**, and is **open**. Placed status enables you to check the status of an order from within Front Counter -> Supplier Stock Orders->List. When the order has been emailed, or posted, change the status to placed by checking the box.
- If you are entering an order based on a supplier invoice you can create that invoice from the order. **Is invoiced** is checked if you have run that process. You can only run it if the order has details. An order can only be invoiced once. So enter the entire invoice before creating the invoice. Once the invoice exists you can record payments for it in Cheques/Payments.
- Save the order and proceed to enter the items.



When the header has been saved details becomes visible.

To load the order with sold items sourced from the supplier click the **"From Sales"** button. You have the option of loading all items sold within a selected period, or selecting items.

If you are entering the contents of a supplier order from a supplier invoice each line may not include GST. All inventory items must include GST within their price. When adding details **Buy price is GST exclusive** is checked by default. If using existing stock items uncheck the box or GST will be added to prices that already have them.



- Enter a **stock code**. If this is a new stock item the description field displays "New stock item". If the item selected is not for the same supplier as the order you will be warned.
- If this is a new item enter the **description**.
- Enter the **buy price per unit**. This field is optional but if the field is zero when saved that is the buy price in the inventory. As a result you will not be able to produce a proper stock valuation at the end of the year.
- Enter the **number ordered**. This number updates the **On order** field in the inventory and enables you to advise clients if an item is on order by viewing the stock list in Front Counter.
- If carrying order fulfillment enter the **Number Provided**. This always displays as zero as the number provided is added to the **total provided.**
- **Current amount** displays the total value of the items provided.

To remove the order from reports you can delete it (not a good idea if you want to use the Stock turn report) or close it.

Invoice the order (if required) after it is complete. You can add lines to an invoice once it is created.

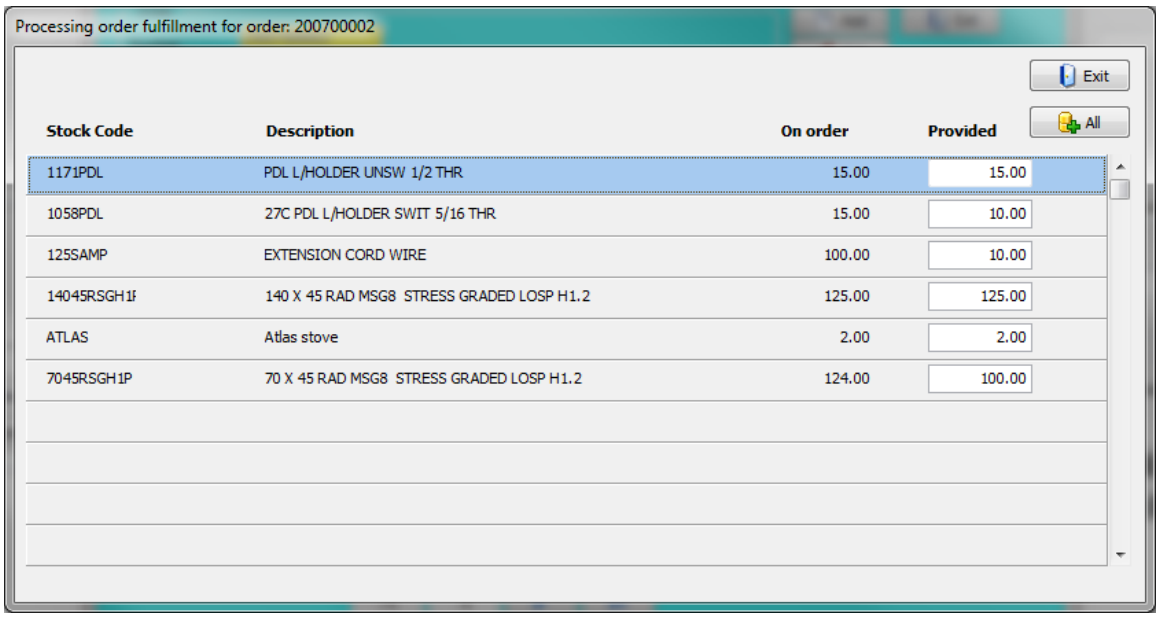
To maintain supplier charges click **Charges**. If you accidentally created the invoice before completing the order delete it. A new invoice can then be created.

Order fulfillment.

There are three ways of carrying out order fulfilment:

1. Fulfil each line a time. If the order has a large number of items this can be tedious. However doing it this way does allow you to modify the number provided (including negative numbers if you get it wrong).

2. Fulfil the entire order. To do so click Fulfilled. This results in each line having the number provided being equal to the number ordered. If the order is not, already, placed that is done and the order closed. The inventory is also updated with the number provided being added to the number of items in stock. Once this process has been run it cannot be run again.
3. Fulfill each line with either the total ordered or a lesser number of items. To do this click **Selected** in the Fulfillment group. The following form activates:

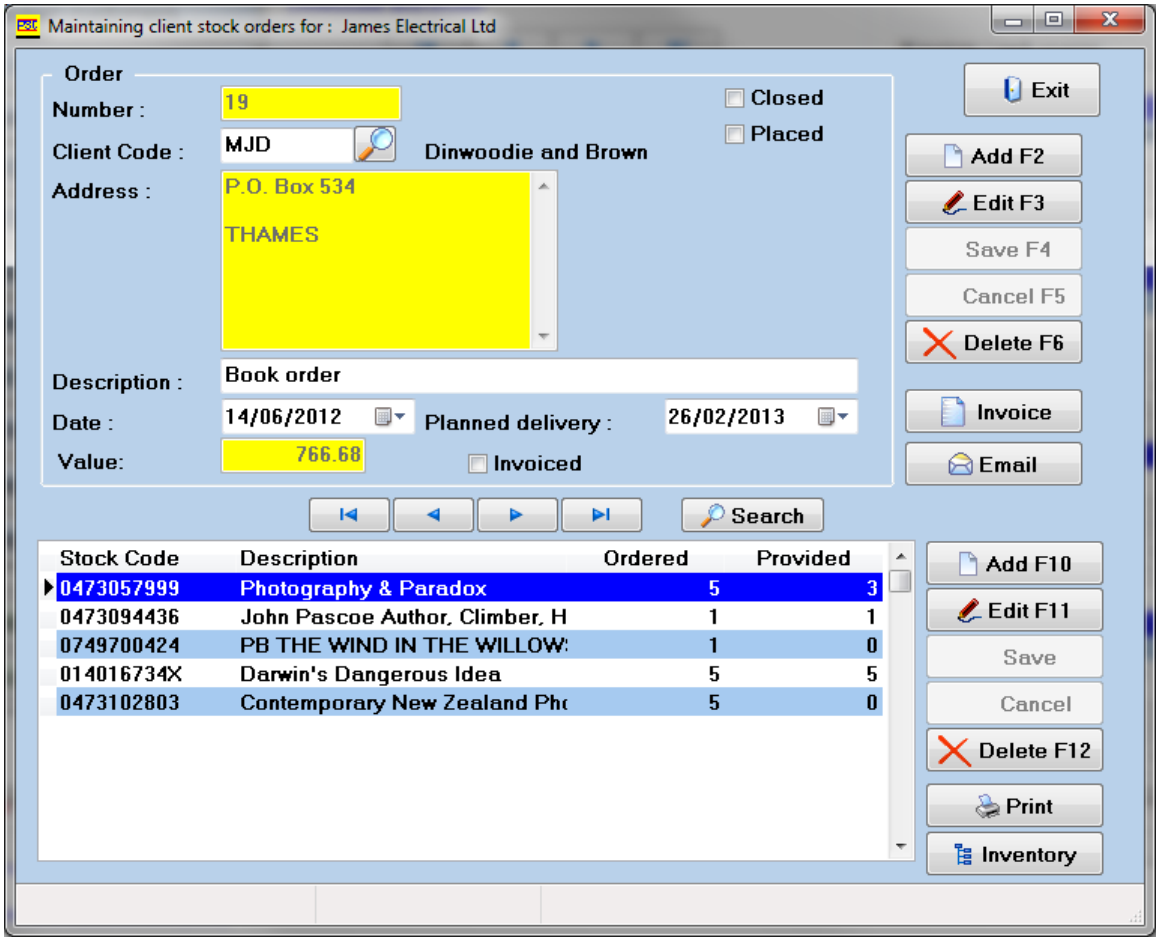


This form allows you to mix complete fulfillment with selected lines. To record all lines as being fulfilled click the **All** button. You can then enter the actual numbers for the lines that are not fulfilled. When you exit from the form the order is updated.

Client orders

Client orders work in much the same way as supplier orders. The major difference is that items can be from multiple suppliers.

Because supplier orders can be consolidated from multiple client orders it is a good idea to enter order fulfillment into the client orders the consolidated orders were built from. This enables you track the state of client orders.

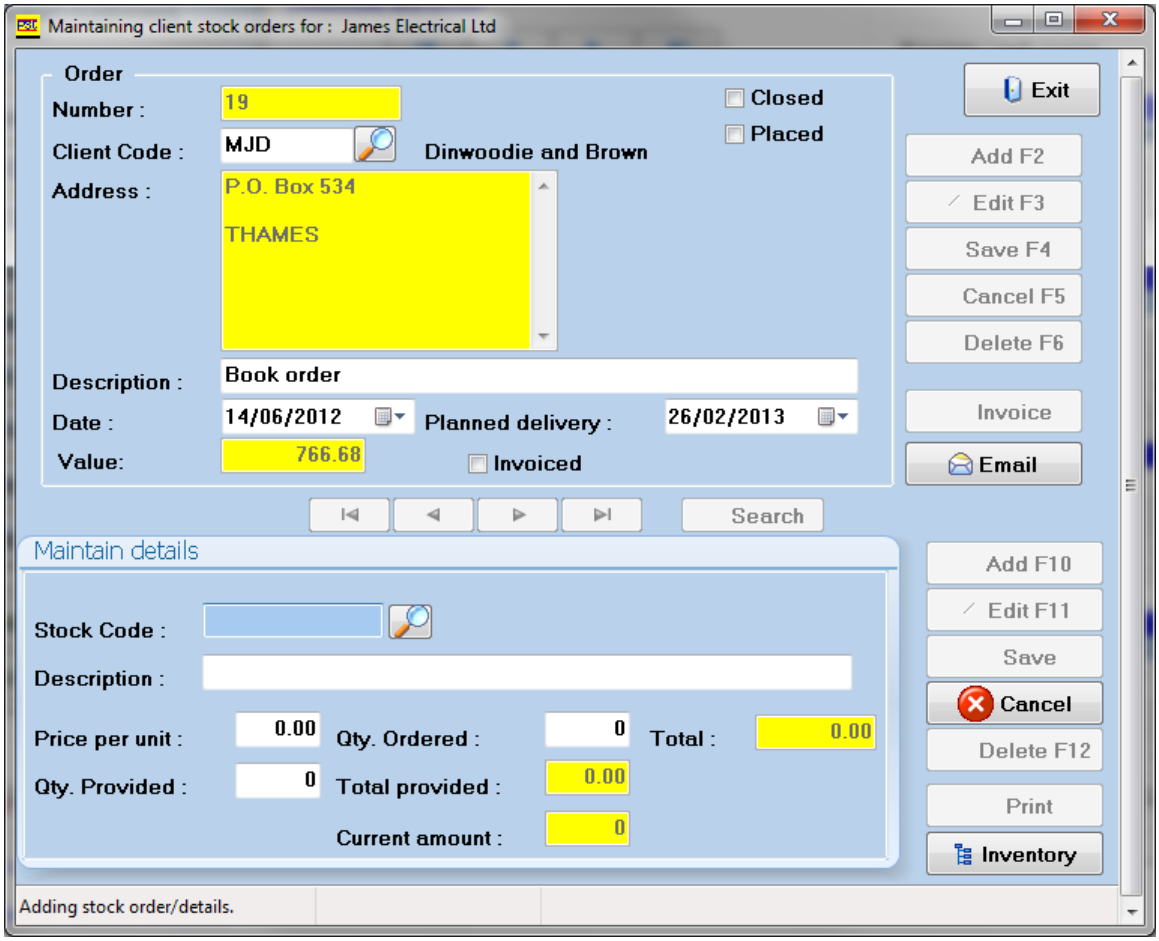


To create new order click **Add**.

- The **order number** is created automatically.
- Select an existing client. If there is no record for the client click the button to the right of the **Client Code** field, and then New on the list form.
- Once the client has been selected the **Address** field displays their postal address. This is to lessen the chance of wrong clients when dealing with common surnames.
- Enter a **description** of the order. This field displays on order lists and reports and helps to identify the order.
- Enter the **date** of the order. This defaults to the current date.
- Enter the **Planned Delivery** date. This date allows you to identify which orders are overdue and provides a reminder.
- The boxes **Closed, Placed** and **Invoiced** are not checked.
- Click **Save**. The details list becomes visible.

To create order details:

- Click the **Add** button beside the details panel. The details maintenance window opens.



- Enter an existing stock item code in the **Stock Code** field. This can be either the bar code or stock code (if different).
- The description of the item displays in the **Description** field.
- The retail price of the item displays in the **Price per unit** field.
- Enter the number ordered. The **total** field is updated as the price per unit field is changed.
- Click the **Save** button beside the Details panel. When you do so the **Value** of the order is updated. When adding details the items ordered field of the stock item is updated.
- When the items are delivered enter them into the No. provided field. When you save the number provided is added to the number of the selected item in stock, and the number ordered is decreased.

Client order can be converted to an invoice. To do so click the Invoice button. You can also email the order to the client to confirm what has been ordered, and when.

If you run stock consolidation the order's status is changed to Placed when all items have been allocated to supplier orders.

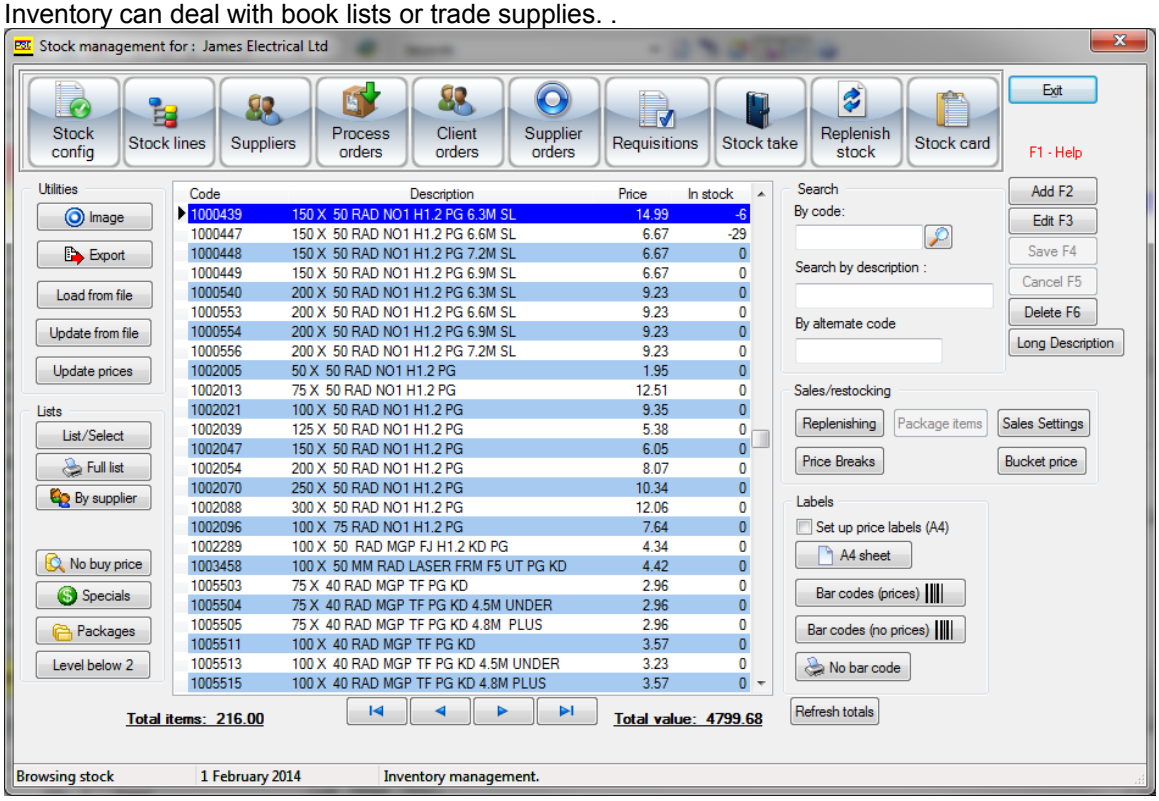
Close the order to prevent further items being added. Or you can delete it if not using the stock turn report.

Stock Management

To load inventory from a external stock list click **Load from file** on the inventory form**.** Make sure

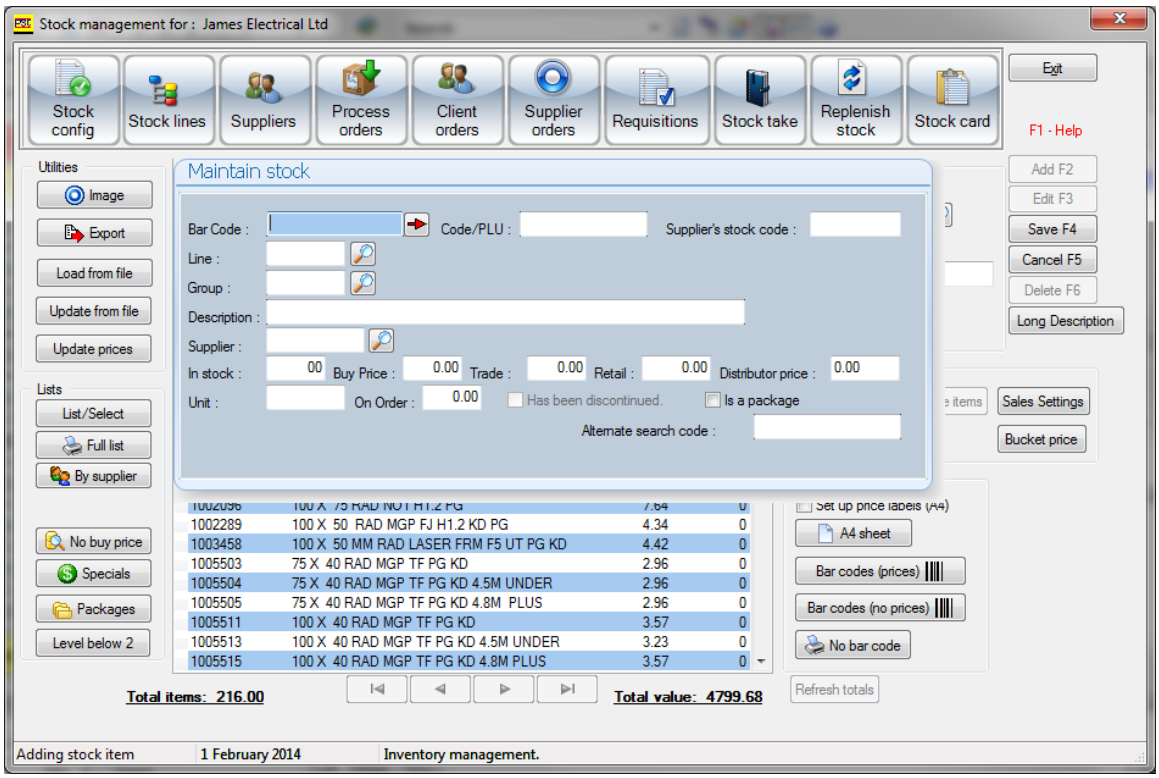
you have the latest prices before going any further. If you have already loaded the price list and your supplier has provided you with a new price list, or you have modified an exported stock file, click the **Update from file** button.

Inventory can deal with book lists or trade supplies. .


Stock management for : James Electrical Ltd
Stock config
Stock lines
Suppliers
Process orders
Client orders
Supplier orders
Requisitions
Stock take
Replenish stock
Stock card
Exit
F1 - Help
Utilities
Image
Export
Load from file
Update from file
Update prices
Lists
List/Select
Full list
By supplier
No buy price
Specials
Packages
Level below 2
Code
Description
Price
In stock
1000439 150 X 50 RAD NO1 H1.2 PG 6.3M SL 14.99 -6
1000447 150 X 50 RAD NO1 H1.2 PG 6.6M SL 6.67 -29
1000448 150 X 50 RAD NO1 H1.2 PG 7.2M SL 6.67 0
1000449 150 X 50 RAD NO1 H1.2 PG 6.9M SL 6.67 0
1000540 200 X 50 RAD NO1 H1.2 PG 6.3M SL 9.23 0
1000553 200 X 50 RAD NO1 H1.2 PG 6.6M SL 9.23 0
1000554 200 X 50 RAD NO1 H1.2 PG 6.9M SL 9.23 0
1000556 200 X 50 RAD NO1 H1.2 PG 7.2M SL 9.23 0
1002005 50 X 50 RAD NO1 H1.2 PG 1.95 0
1002013 75 X 50 RAD NO1 H1.2 PG 12.51 0
1002021 100 X 50 RAD NO1 H1.2 PG 9.35 0
1002039 125 X 50 RAD NO1 H1.2 PG 5.38 0
1002047 150 X 50 RAD NO1 H1.2 PG 6.05 0
1002054 200 X 50 RAD NO1 H1.2 PG 8.07 0
1002070 250 X 50 RAD NO1 H1.2 PG 10.34 0
1002088 300 X 50 RAD NO1 H1.2 PG 12.06 0
1002096 100 X 75 RAD NO1 H1.2 PG 7.64 0
1002289 100 X 50 RAD MGP FJ H1.2 KD PG 4.34 0
1003458 100 X 50 MM RAD LASER FRM F5 UT PG KD 4.42 0
1005503 75 X 40 RAD MGP TF PG KD 2.96 0
1005504 75 X 40 RAD MGP TF PG KD 4.5M UNDER 2.96 0
1005505 75 X 40 RAD MGP TF PG KD 4.8M PLUS 2.96 0
1005511 100 X 40 RAD MGP TF PG KD 3.57 0
1005513 100 X 40 RAD MGP TF PG KD 4.5M UNDER 3.23 0
1005515 100 X 40 RAD MGP TF PG KD 4.8M PLUS 3.57 0
Total items: 216.00
Total value: 4799.68
Search
By code:
Search by description :
By alternate code
Add F2
Edit F3
Save F4
Cancel F5
Delete F6
Long Description
Sales/restocking
Replenishing
Package items
Sales Settings
Price Breaks
Bucket price
Labels
Set up price labels (A4)
A4 sheet
Bar codes (prices)
Bar codes (no prices)
No bar code
Refresh totals
Browsing stock
1 February 2014
Inventory management.

Inventory items can be created "on the fly" while you are dealing with stock items; for example if creating a stock line in an invoice. Activate the selection list and the "New" button.

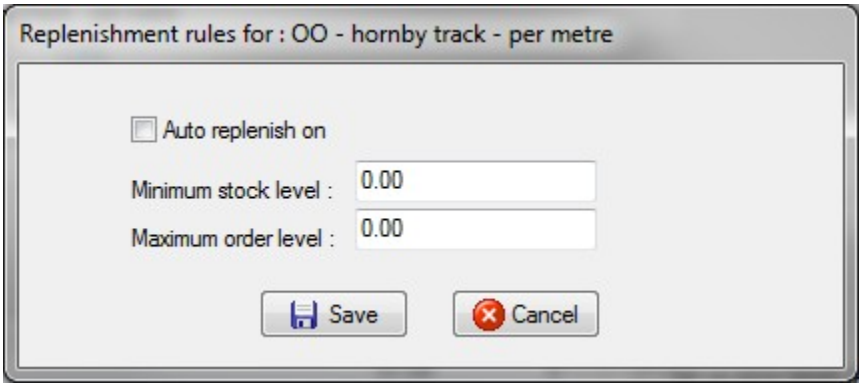
- To create a new item click Add (F2).



- Enter the **bar code** if the item has one. This enables you to use a bar code scanner when using Front Counter. The **Bar Code** field activates, and if you have a scanner scan the bar code into the field. Bar codes can be changed. But not if you make them the Code/PLU (price look up).
- If the bar code is to be the main search code click the arrow to the right of the bar code field to place it in the **Code/PLU** field. In Front Counter the inventory is searched first for the bar code and then the item code if the bar code is not found. Both codes can, therefore, be different. The **Code/PLU** field is compulsory.
- If the supplier has a stock/warehousing code that differs from either the bar code or stock/PLU code enter it into the **Supplier code** field.
- If **lines** and **groups** are defined select the relevant ones. These fields are optional even when set up. To search for non-line/group items on the inventory list you must check the **Display all items** box. Including lines and groups makes it easier to run stock take and arrange store sales. You must place a stock line code into that field to include the item on the stock line buttons.
- Enter a **description** of the item.
- Enter the **Supplier** if required. If the item was loaded from a supplier price list, or order, this field already has the supplier code in it. If this is a one off entry that will be subsequently kept up to date using the price list update facility the supplier code is required. If you intend to use stock orders it is a very good idea to enter the supplier. To run stock replenishment you must enter a supplier code.
- Enter the **number in stock**. This field is optional in that negative stock amounts are permitted. If you intend to run the stock valuation report this field has to be accurate at least once a year – after stock take.
- Enter the **Buy Price**. This field is used to calculate stock valuation.
- Enter the **Trade price**. This is optional. This is loaded from some supplier price lists.
- Enter the **Retail Price**. This is compulsory.
- **Distributor price** is not compulsory. This price only applies if you have resellers and provide a special price just for them. If you do this price can be used on any invoices you create for them.
- All prices must include GST.

- Enter the **Unit** (for example MTR, EA, LTR, KM). This is optional and prints on sales slips and invoices.
- The **Has been discontinued** box defaults to unchecked. If you check it the item displays on selection lists in yellow. Selecting the item in Front Counter, invoices, quotes, etc results in a warning that it has been discontinued.
- If the item is to be a package check the **Is a package box**. If the item is being added this is active. If checked another form activates when you save the item. See below for more information.
- Enter an **alternate search code** if you want to use a code that is more descriptive than a numeric code. This code can be searched in this form and in the stock list page of Front Counter.

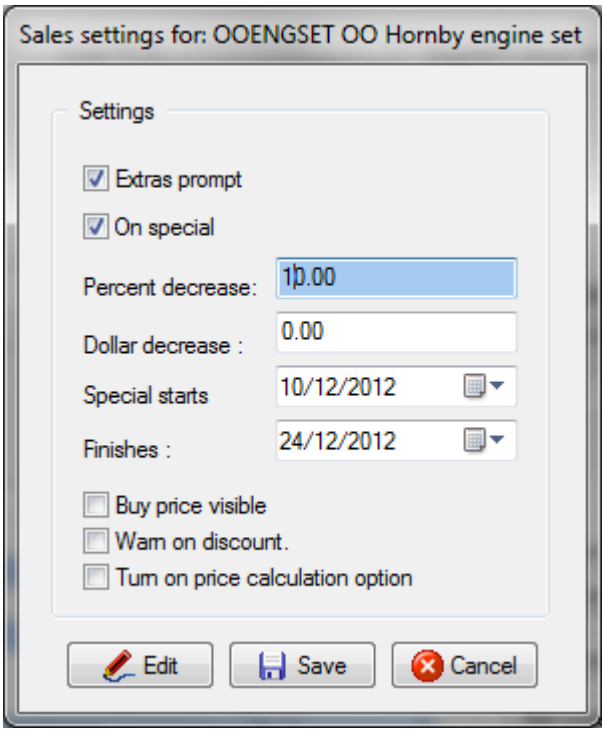
To run stock replenishment click **Replenishing**. The following form displays:



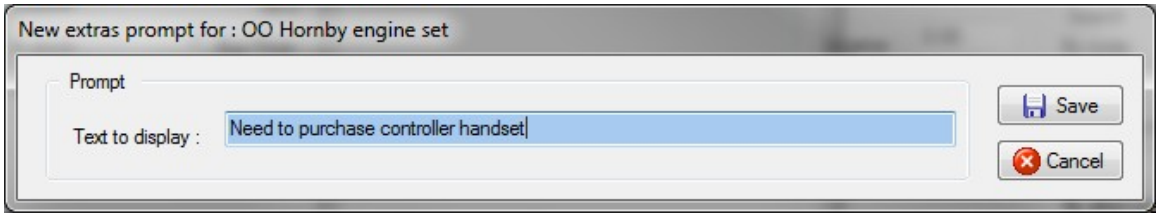
- To turn on automatic replenishment check **Auto replenish on**. This enables you to generate supplier orders when stock items reach a set level. If the item has been discontinued you cannot activate this form and auto replenishment is turned off by default.
- Set a value in **Minimum stock level.** When the stock level reaches this figure, or below it, the item will be included in an order when you run the replenish process.
- Set a value for **maximum order level**. This is the default number of items/units that will be ordered when the replenishment process is run.

Stock replenishment requires that you keep the inventory stock level accurate. Other wise the system will generate unwanted orders. Prior to turning replenishment on set the stock level at the actual amount for the relevant items.

To change the default sales display settings for a stock item in Front Counter click **Sales Settings**. The following form displays:



- **Extras prompt**. Check this if you wish to be reminded of something that may need to be included, or be sold, with an item. For example batteries for those items that don't include batteries. When checked the following form activates:

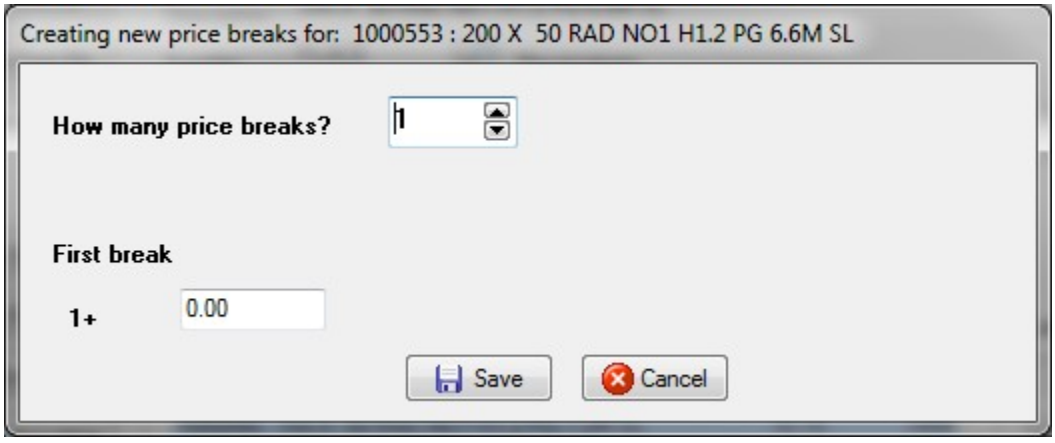


- When you sell through an item with **Extras prompt turned** on a popup form appears with the extra prompt in it.
- **On special**. Check this if the item is to have a special price. If checked the three fields **Discount (%), Special starts**, and **Flat Discount ($)** appear. The special can be based on either a percentage discount, or a flat discount. Not both.
- **Buy price visible**. The default is for buy price to be invisible on the sales page. Of course! If you wish it to be visible for any reason check this box. Making buy price visible could be useful if there is a chance discounts may result in sales less than buy price.
- **Warn on discount**. Check this if you want a message to pop up warning that the item should not be discounted. This warning is to prevent discounts being applied. Not the warning that senior authorisation is required for discounts.
- **Turn on price calculation option**. Checking this displays an additional prices panel that allows you to override the default prices. Without using discounts. In that case if the POS is in auto mode it switches to manual mode.

Price breaks/Volume discounts

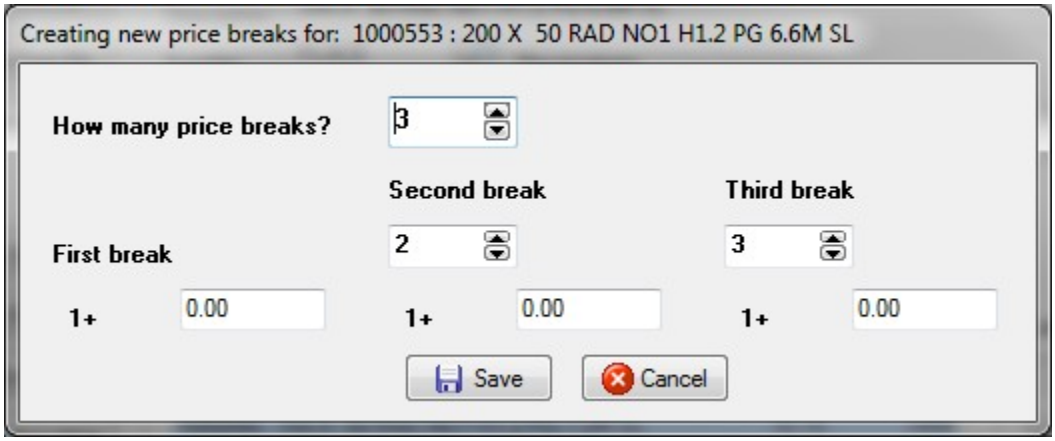
All items can be set up for volume discounts. To do so click **Price breaks** on the inventory form when the item the discounts are to apply to displays.

The following form displays:



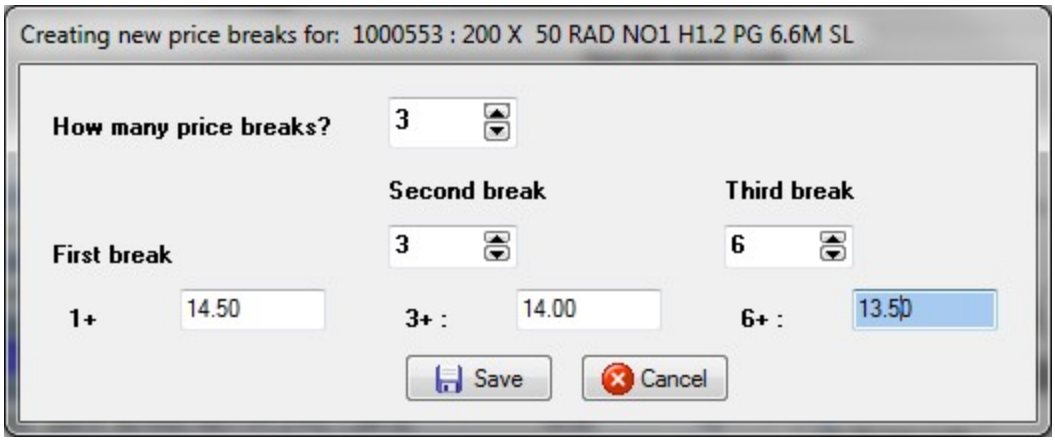
You can set up a maximum of three price breaks. To do so change the number in **How many price breaks?**

With three price breaks selected the form appears as follows:

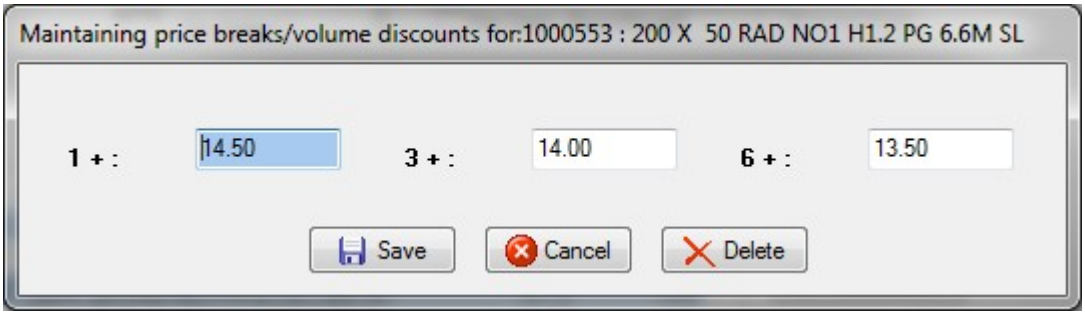


Set the number above which the discount applies by changing the values in **Second break** and **Third break** fields. The break is defined as one above the number displayed. So 1+ means 2 up to the next break, 5+ means 6 and greater. The first break cuts off at 5.

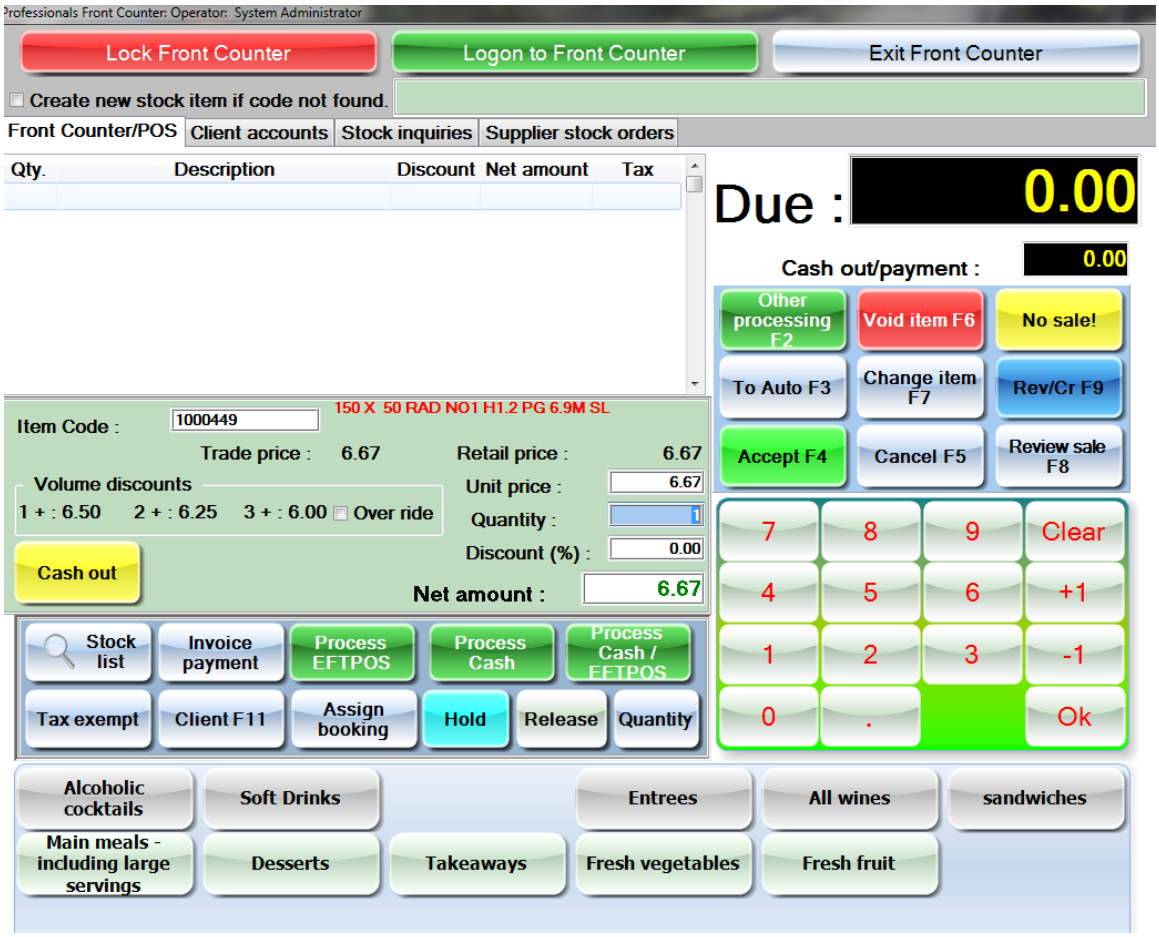
With the full range set the form appears as follows:



If price breaks have already been set clicking **Price breaks** brings up the following form.



With price breaks set the POS switches to manual mode and the **Volume discounts** panel displays. As follows:



You can override the default volume discounts by checking the **Over ride** box. When you do you need to enter the relevant unit rate.

Price breaks also work in client invoices.

Bucket prices

Bucket pricing is an alternative form of volume discount to the price breaks. Where price breaks allows multiple levels of discount bucket pricing only allows one and applies only to multiples of the number to be discounted. For example - if bucket pricing is triggered when there are two items, the third item does not have the discount applied. However if 4 items are then purchased the discount price is applied to the third item as well as the fourth.

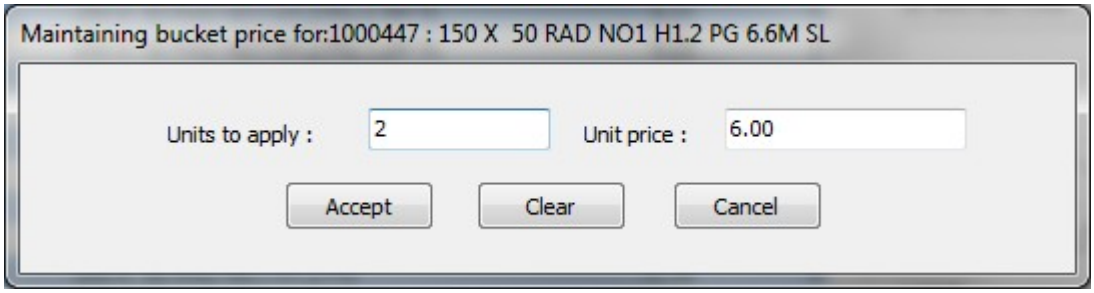
For example: Bucket pricing of 3.00 for the purchase of 2 of Item Y. Normal price 3.25

1. Cashier scans one of Y. Price $3.25
2. Cashier scans one of X - normal price for X
3. Cashier scans one of Y - Price $3.00 - total price for all Y purchases now $6.00
4. Cashier scans one of Z - normal price for Z.
5. Cashier scans one of Y. Price $3.25. Total price for all Y purchases now $9.25.

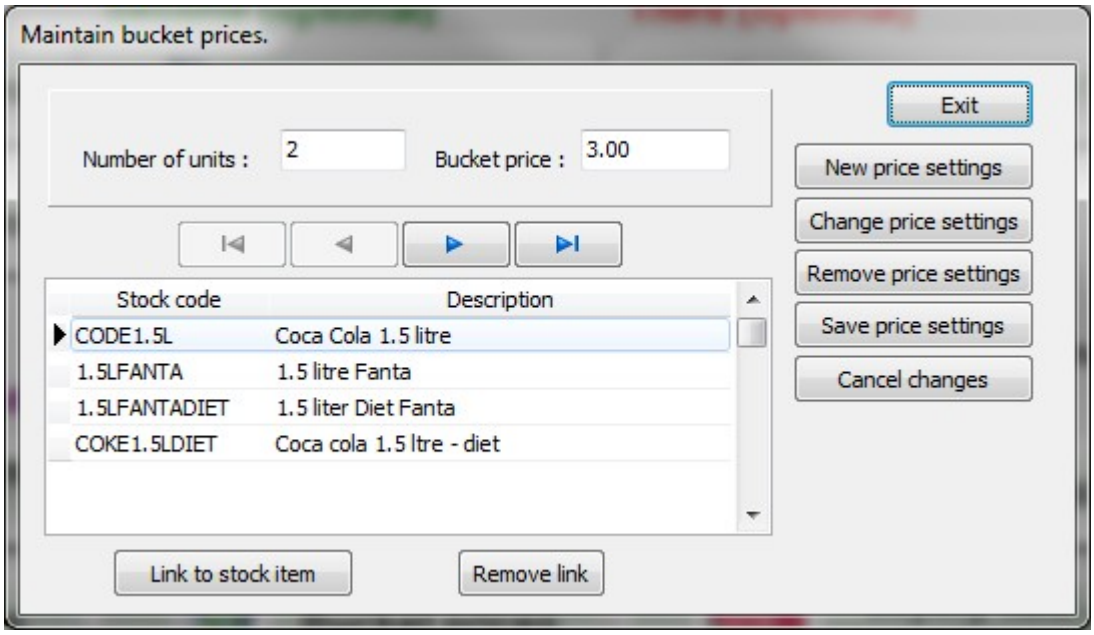
As you can see the items can be scanned in any order.

To set up item bucket pricing click the **Bucket Price** button on the **Stock Management form.** If the item already has price breaks set you will be warned that they must be cleared before a bucket price can be applied.

To bucket prices set up form is as follows:

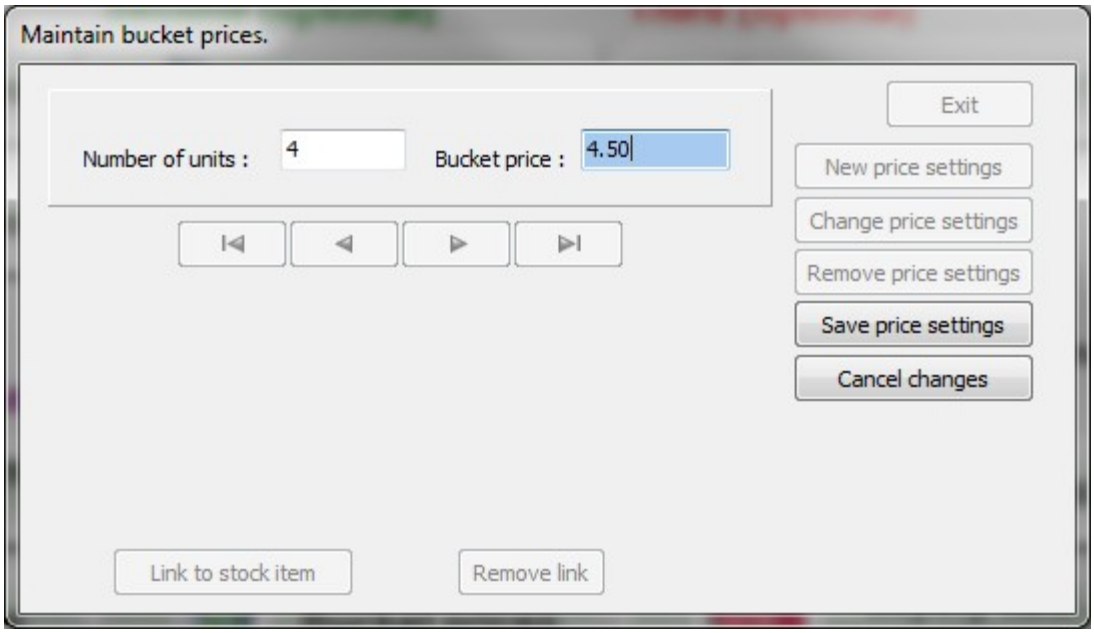


If you set up an item to use a bucket price it cannot be used as part of a collective bucket price. To set up a collective bucket price go to the System Settings form and select Bucket Prices. The following form activates.



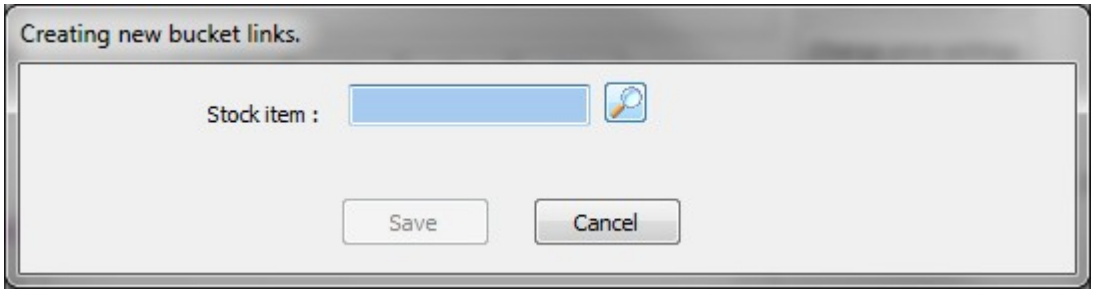
The multiplier for the price is set in the top panel. As is the bucket price when the relevant items on list are being sold.

To create a new bucket price rule click New Price settings. The form appears as follows:

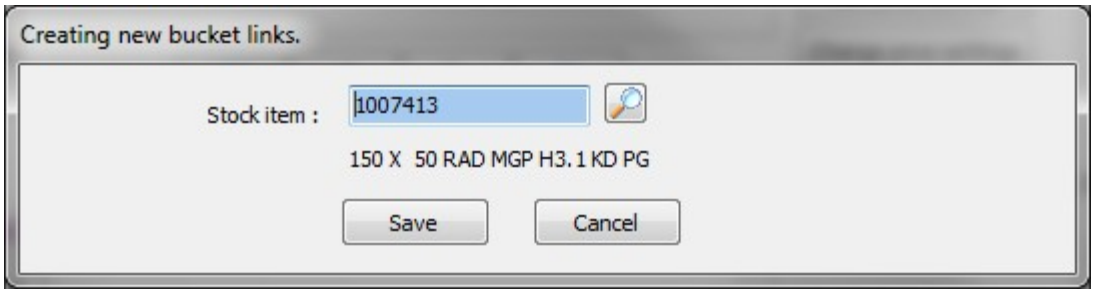


The above bucket price will activate on whichever items are being sold provided they are in multiples of four.

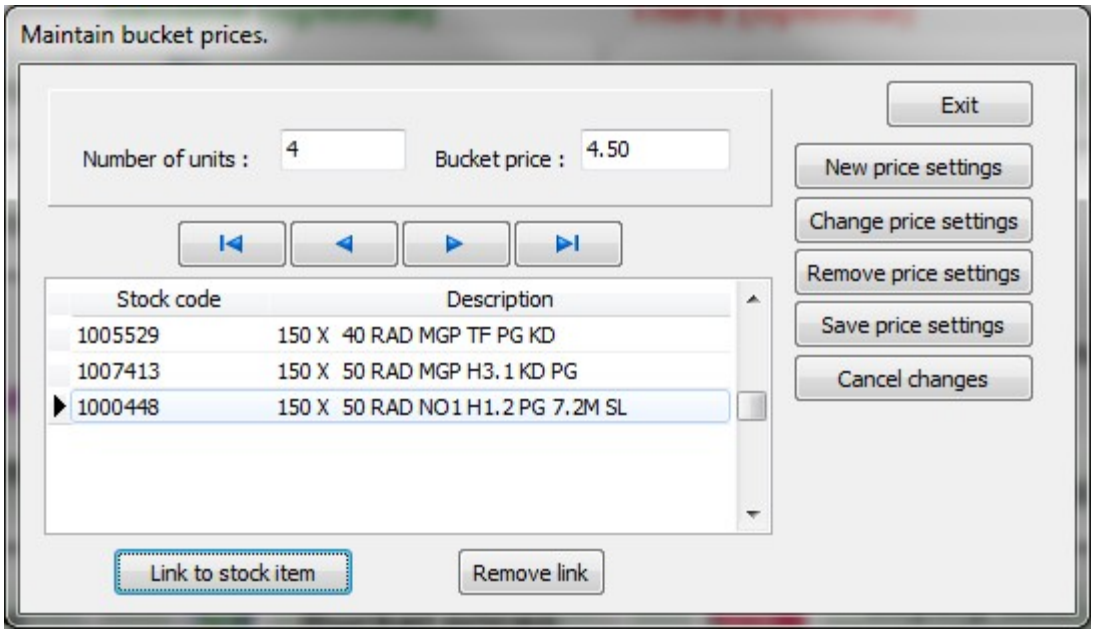
To add items to the bucket click **Link to stock item**. The following form activates:



Select the stock item by clicking the magnifying glass or entering the code. The form should look something like the following:



After several items have been added to the bucket rule the form should appear something like the following:



Bucket prices override sales prices and any specials. So, if you want to include any items in a bucket price list in sales, you need to remove them from the bucket list. You can do that from within Stock Management by clicking **Bucket Price** and then **Clear**. Or you can do it in the above form by clicking **Remove link**.

Non-stock items

You can include non-stock items in the inventory. Professionals software allows the inventory level to be drawn down to less than zero. So the actual stock level will not prevent you including those items on invoices or sales. To make sure the valuation is correct enter a buy price as zero. And, to make it easier to do stock take, it is a good idea to place all non-stock items into their own stock line.

Creating and printing price labels

You can produce price labels for two label printers - Brother QL series, Dymo Labelwriter 400-series and the Zebra (Peacock Bros) LP series.

For the Brother the following labels are available:

- 29mm by 30.5mm (DK-22210)
- 62mm by 30.5mm (DK-22205)

These fit all the QL series P-Touch printers

For the Dymo the following labels can be printed:

- 32mm by 57mm (# 11354)
- 36mm by 89mm (# 99012)

For the Zebra the following labels are available:

- 40mm by 28mm (L11384)
- 61mm by 36mm (L10005)

The codes in brackets are what to look for when purchasing. The Zebra printer labels are only available online. Search for Peacock Bros.

To print price labels make sure you have the correct stock item displaying in the inventory maintenance form.

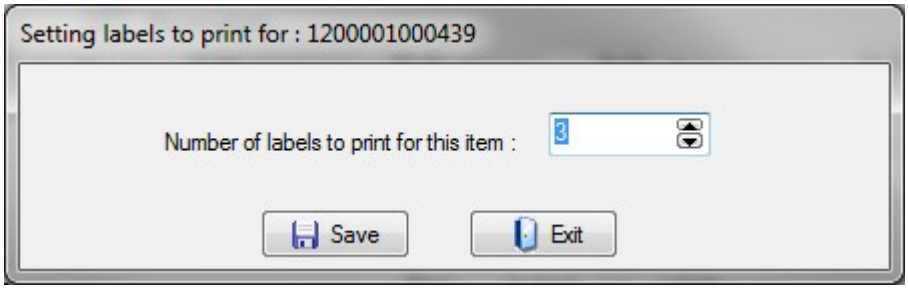
There are three label printing options:

1. On an A4 sheet, in multiples of three. Check the **Generate price label** box. Carry out the required actions, then click Labels (A4). The label format is Avery code L7157.
2. Labels (single or multiple) with bar codes.
3. Labels (single or multiple) without bar codes.

Generating A4 label sheets.

When the **Generate price label** box is checked the following form activates.

Labels are printed in groups of three. The number of labels to print is in multiples of 3 – 3, 6, 9, 12, etc.



To print price labels (using A4 - LC 33/L7157 format) click **Labels.**

The labels to print are accumulated into a file. To use a complete sheet of labels generate no more than 33 labels or 3 labels for 11 items.

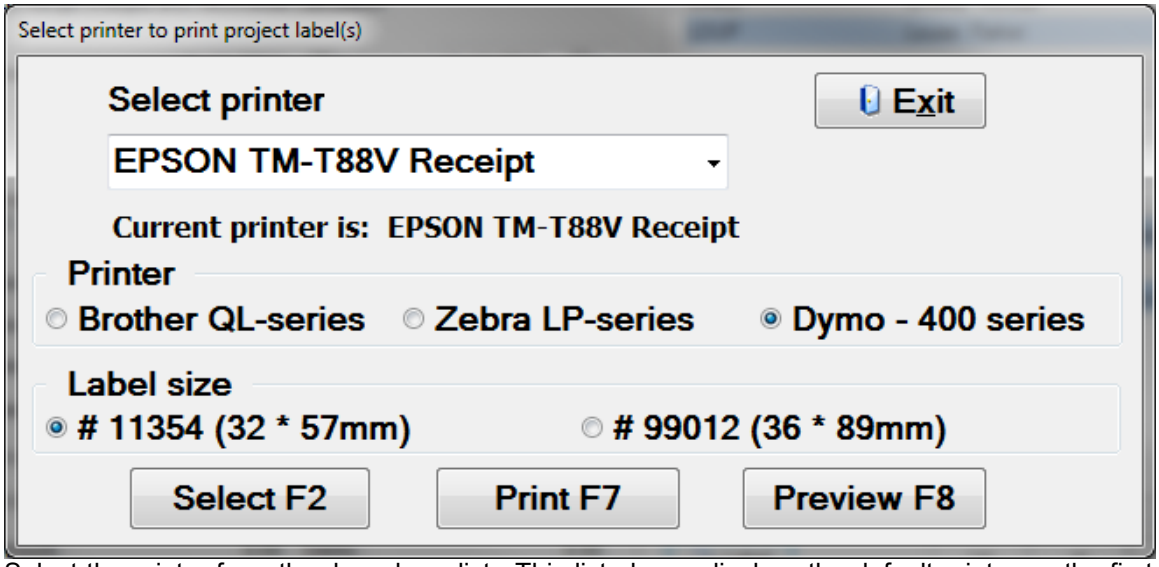
You may save the report as Excel or MS Word format if you wish to change the formatting. To do so click the Save button on the report form and select the format from the list at the bottom of the form.

When the labels have been printed they are cleared. To reprint you need to generate again.

If the item does not have a bar code, or it is not valid for the EAN13 format, a bar code is still printed. It will have 0000000000000 at the bottom.

Printing price labels with bar codes.

There are four sizes for labels that include bar code.
It is likely your label printer is not your default printer. As a result you may need to change printers. The form used is the same whether printing with, or without, bar codes.



Select the printer from the drop down list. This list always displays the default printer on the first line.

The four sizes provided allows you to produce both product and display labels. Product labels can be either placed directly onto the item if your price differs from RRP. Display labels can be put onto the shelf edges.

- Click Select or press F2 to update the default printer setting. The example above has been switched to a Brother QL-500. Check the printer the labels are for.
- Check the button for the relevant sized label.
- To print a single label click Print (F7).
- To preview, and possibly print multiple labels, click Preview (F8).

Note that the stock code prints at the top of the label. This is useful if there are any difficulties in scanning the bar code. You can key in the stock code instead. That is one of the reasons it is a good idea to have a stock code shorter than the bar code.

If you preview a label it is possible to print more than one. Click the printer icon with the green wrench on it. Reselect the correct printer and the number of copies you want.

Loading price lists

Price lists can be loaded from supplier price lists. In effect you can create an inventory of all items included on the price list without the need to enter the items manually.

Before loading a supplier's price list make sure you have created the supplier record.

The drop down list displays those suppliers Professional Systems know provide price lists. If you have a different supplier that is prepared to do so, contact Professional Systems (professionalsystems@professionalsystems.co.nz) with the supplier's contact details. We will obtain the information about the price list's format so it can be included.

To load a supplier price list follow the following sequence:

- Make sure the supplier's price list is saved into a folder on your computer. It is a good idea to create a folder that you always save the files into. This makes it easier to find them again.
- Enter the supplier code or select from list (not if you are loading Jaycars/Electus - in that case the supplier is created as part of the loading sequence.).

- Get the list by clicking the "Get List" button and browsing to find it.
- Make sure you have the correct supplier's code showing in the "Suppliers Code is" field. Ignore this if loading Jaycars/Electus, NZAGold, Cashbook Complete, MYOB or QuickBooks export file. IN the case of Jaycars/Electus a Jaycars supplier is created when the load runs.
- If ready to go, click Load.

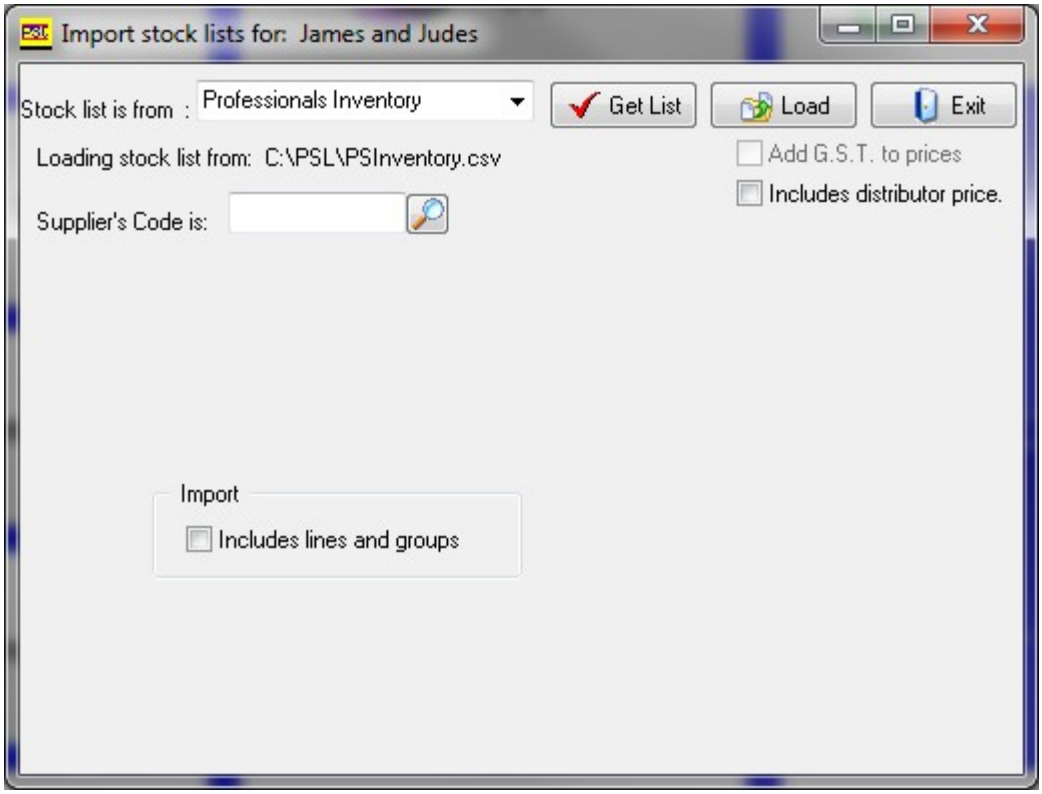
Warning - some price lists are extremely large. For example the Placemaker's full list is over 35,000 items. J.A. Russell's is over 100,000. If you stock only a small fraction of the list it may be better to load the items manually as maintaining such large inventories can be a very difficult operation. Especially if you are loading from more than one supplier.

If you are loading from Carters, Mico, MasterTrade, or MYOB export file it is possible to create stock lines and groups as the load proceeds. To do so check the relevant box in the panel at the bottom of the form.

The drop down list includes suppliers Professional Systems know provide price lists. If you have a different supplier, who is prepared to do so, contact Professional Systems (professionalsystems@professionalsystems.co.nz) with the supplier's contact details. Please send us an example of the price list. We will contact the supplier to let them know what we are doing and make sure we have all the information required to import the price list in a manner that is useful.

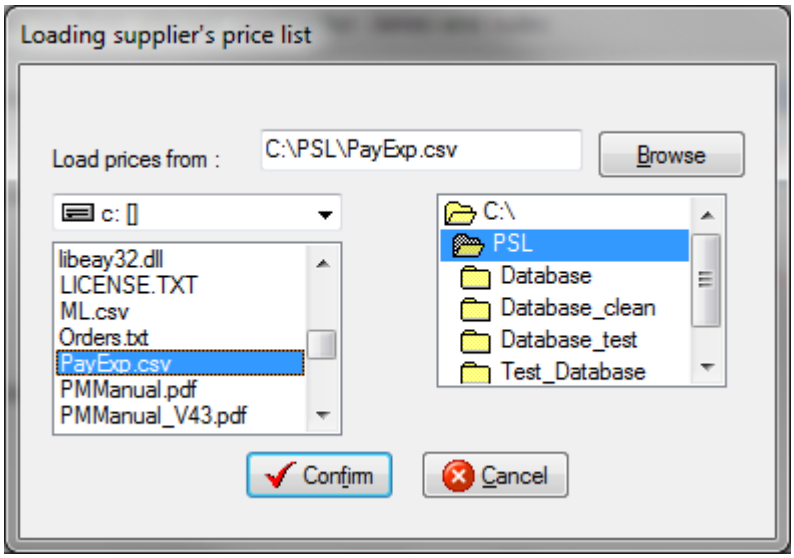
To load a supplier price list follow the sequence below:

Click **Load.** The following form displays:



- Make sure the price list is saved into a folder on your computer. It is a good idea to create a folder that you always save the files into. This makes it easier to find them again.

- Select the price list from the drop down list.
- Get the list by clicking **Get List** and browsing to find it.



- Make sure you have the correct supplier's code If required) showing in the **Suppliers Code is** field.
- If ready to go, click **Load**. Make sure the "Loading price list from:" description matches the file you need. If it does not the load will fail.

If loading from Carters, Mico/MasterTrade stock lines and groups can be created as the load proceeds. To do so check the relevant box in the panel at the bottom of the form.

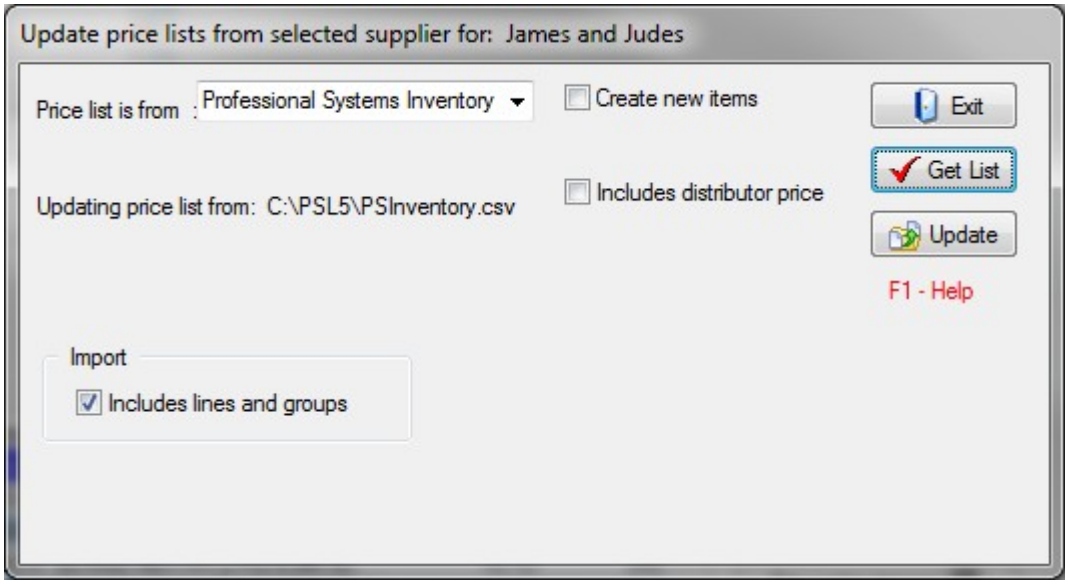
If the import fails before the end check the last record it imported before failing. If you are covered for support send it to us and we will have a look at what stopped it. It is possible that the supplier, or software package, has changed the formats. Tell us what record (Stock code and Bar code plus description) is the last record in the inventory.

If we find out what caused the failure you can continue importing by using the update option.

Updating price lists

Price updates operate on a similar way to loading price lists. Use this to replace old prices with new ones. If the price being loaded don't include G.S.T check the **Add G.S.T to listed prices**.

Add new items to the inventory by checking the **"Create new items"** box.



Updating the price list looks for the existing code and updates the price(s). This means the new prices become effective immediately.

Importing from CashBook Complete

Importing from Cashbook Complete can be quite simple. Depending on the prices in the inventory.

You must have either Excel of OpenOffice installed.

Follow the steps below to carry out the import:

1. In Cashbook Complete go to the Inventory form. Select the entire list (Ctrl C).
2. Make sure the stock fields are in the following order:Group,Code,Description,Units,Cost Price,Sell Price,Type,On Hand,On Order,Min Level,Supplier,Notes, SalesYTD, QtyYTD, SalesLYR, QtyLYR.
3. Right click the mouse and select copy.
4. Start up an empty spreadsheet.
5. Right click and Paste.
6. Look at the Cost Price, Sell Price, SalesYTD, QtyYTD, SalesLYR, and QtyLYR columns. If any are over 999.99, remove the comma. To do this select the entire column, format and change to custom and format as '00.00'. If you don't do this the import will fail. Once the list has been imported values 1,000 and above have the commas put back. If you like you can remove all columns after "On Order". They are ignored.
7. Save as - Comma separated (CSV). Remember where you saved it to.
8. Start up Professionals. Go to the Stock menu and select Load if there is nothing in the inventory. Update if there is something.
9. Now follow the instructions for importing any price list. Select Cashbook Complete from the drop down list. And get the file you saved from the spreadsheet.

Note - the import does not bring in any fields after "On Order". As a result you need to create the required suppliers in the supplier form and then link the relevant stock item to the supplier. Once you have done so you can create supplier orders.

It is possible you have been using the inventory to create invoices and that the prices don't include GST Professional's inventory is designed to work with Retail Business. As a result GST must be included in prices. Check **Add GST to prices** box to make sure this happens during the import.

All stock item handling in the Professionals Series assumes GST is included in the prices and the required adjustments are made accordingly.

Importing from Excel (CSV) file.

To import stock from an Excel CSV file the fields must be in a particular order. And certain fields must have something in them and be unique.

The CSV file is the same format as the Professionals stock export file. When importing select the Professionals Inventory option in the Import form (select Update from inventory maintenance).

The import file must be in the following format:

Stock code (20 characters), Barcode (20 characters), description (240 characters), supplier code (20) (leave blank if none), unit of measure (10), RRP (leave any commas out), trade price (leave any commas out), buy price (leave any commas out), no. in stock (0 if none), No. on order (0 if none).

Stock code is compulsory. **It must be unique**. Bar code is not compulsory, but, if importing, it must be unique. If you intend to leave a field blank then that field (column) in Excel must also be blank.

In the money fields, make sure there are no commas. So 1,000.00 should be 1000.00. That means the field should be text in Excel, or be set up as Custom - 0.00 so no commas are created when the amount is above 999.99. Not numeric.

In the Load form follow these instructions:

- From the drop down list select "Professionals Inventory". IMPORTANT uncheck the "Includes lines and groups" box.
- Get the list from the folder you have it in by clicking "Get List".
- If you are updating (rather than loading) check the "Create new items" box.
- If the prices don't include GST you need to add it. So check the "Add GST to (listed) prices".
- Click either Load or Update. Depending on which form you are using.

Warning: The load will not run if there is already stock in the inventory. In that case select Update and check the **Create new items** box.

Importing from QuickBooks IIF

QuickBooks allows you to create an export file. This is designed to be imported, without any modification, to QuickBooks.

To import to the Professional series stock file you need to modify some things.

1. Rename the file extension from .IIF to .xls. Excel will load the file.
2. In Excel make the following changes to several columns. Change them to custom, 0.00. Select the entire column, right click "Format cells", select "Custom" and '0.00' from the dropdown list. If you have any prices above 999.99 this will get rid of the comma in 1,000.00.
3. To select the entire column click the top of the column (indicated by a capital letter – A, B, C, etc). The columns are PRICE, COST, GROSSPRICE, NETPRICE.
4. Select "Save as" and then select "Comma delimited (CSV)".
5. Use Explore to find the file, then open it using WordPad.
6. In WordPad remove the lines above the field descriptions. Save the file. The file can now be imported into the Professionals inventory.

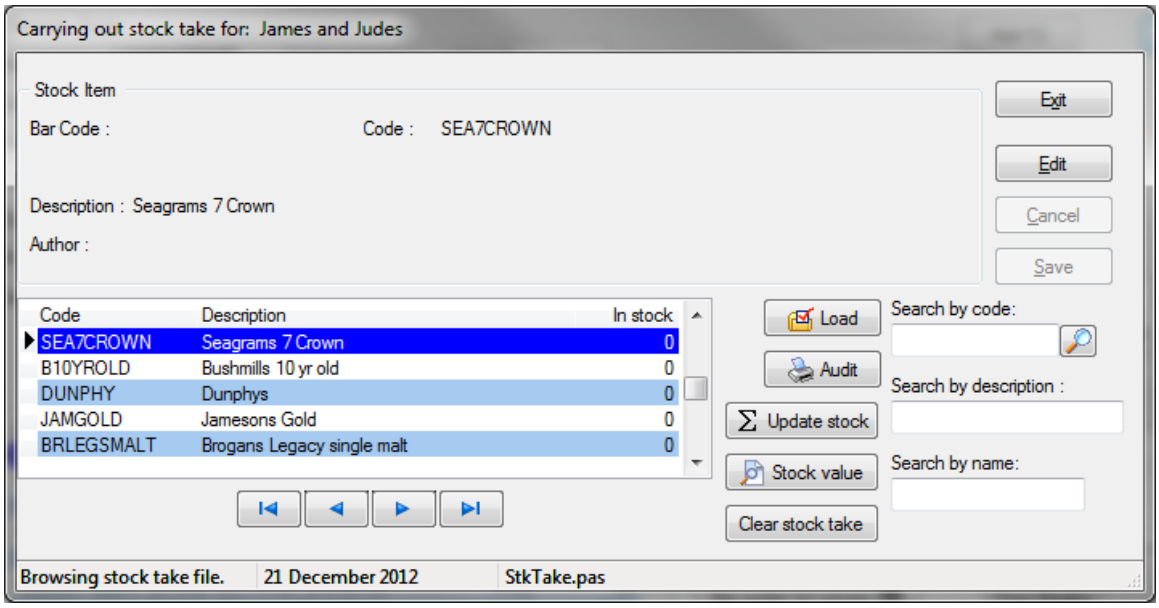
7. Open Retail Business.. Select the Stock Management Form. If you have not added any inventory items click Load. If you have click Update.
8. Select "QuickBooks IIF to CSV" from the drop down list.
9. Get the file.
10. Click Load.
11. While the update loads you may get error messages saying that some record numbers could not be imported. Note the number and click Ok to continue. You will need to load that item manually as QuickBooks probably put some characters in the record that the import function could not resolve.
12. You may want to do a progressive tidy up as QuickBooks sometimes puts control characters into the description. These take the form of "\n", ' and ". You can do a search and replace in Excel to remove the characters. If you do so replace them with a space.

Stock Take

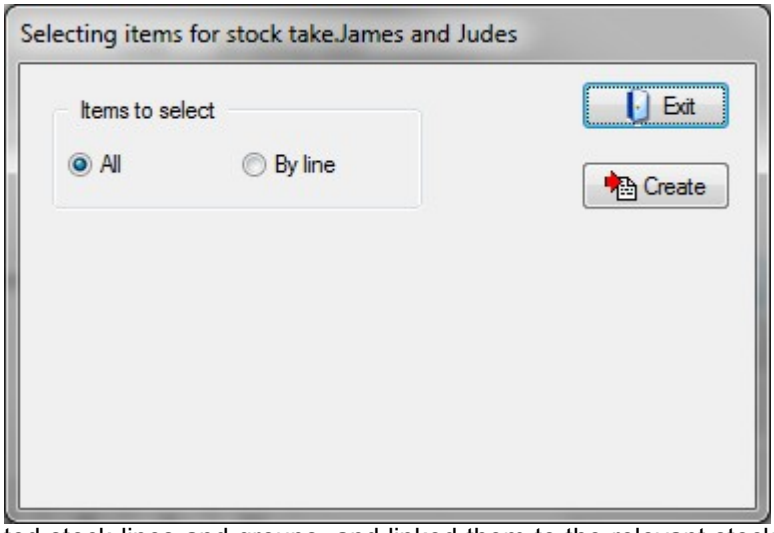
To carry out a stock take follow the sequence:

1. Load the stock take list – this can consist of all existing stock items, or by stock line. If you have a very large inventory it is better to carry out stock take by line. Click **Load.**
2. Find out how many of each item you actually have and enter that number into the stock take form. Click Edit. The only field that is active is **Number in Stock.**
3. Generate the stock audit report to find out what the difference is between actual stock levels (as manually entered here) and those in the inventory.
4. Load the stock take record into the inventory – this updates the inventory item count.
5. Run the stock value report. This is for tax purposes.
6. Clear the stock take.

The stock take form is as follows:

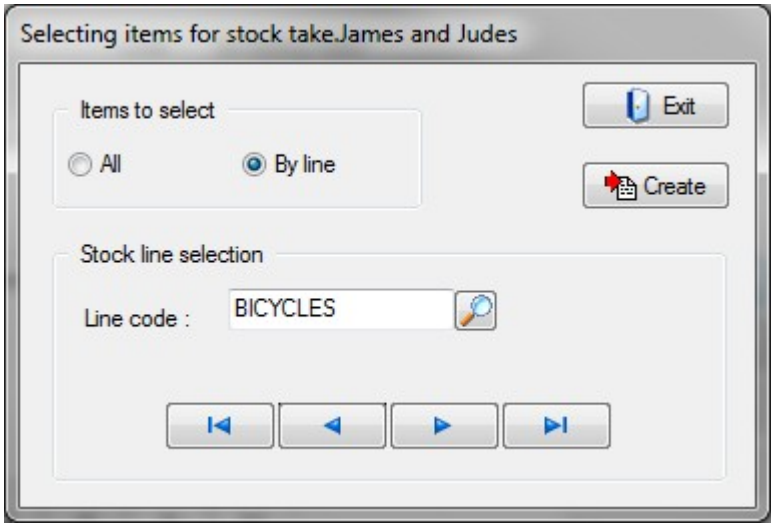


The above example has the stock take already loaded. To load the stock take click Load. The following form activates:

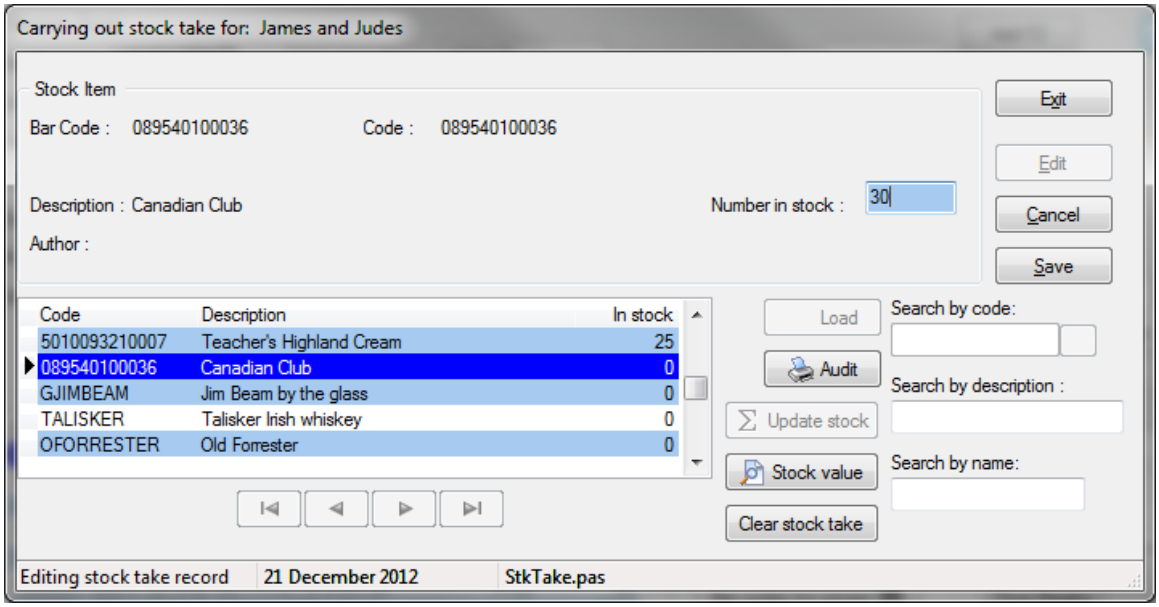


If you have created stock lines and groups, and linked them to the relevant stock items, you can load by line. This makes the process more manageable as each stock take file is that much smaller.

If you check the By line button the form appears as follows. Select the stock line you want to load items for.



To enter the audited stock level for the displayed item click **Edit**. The form appears as follows:

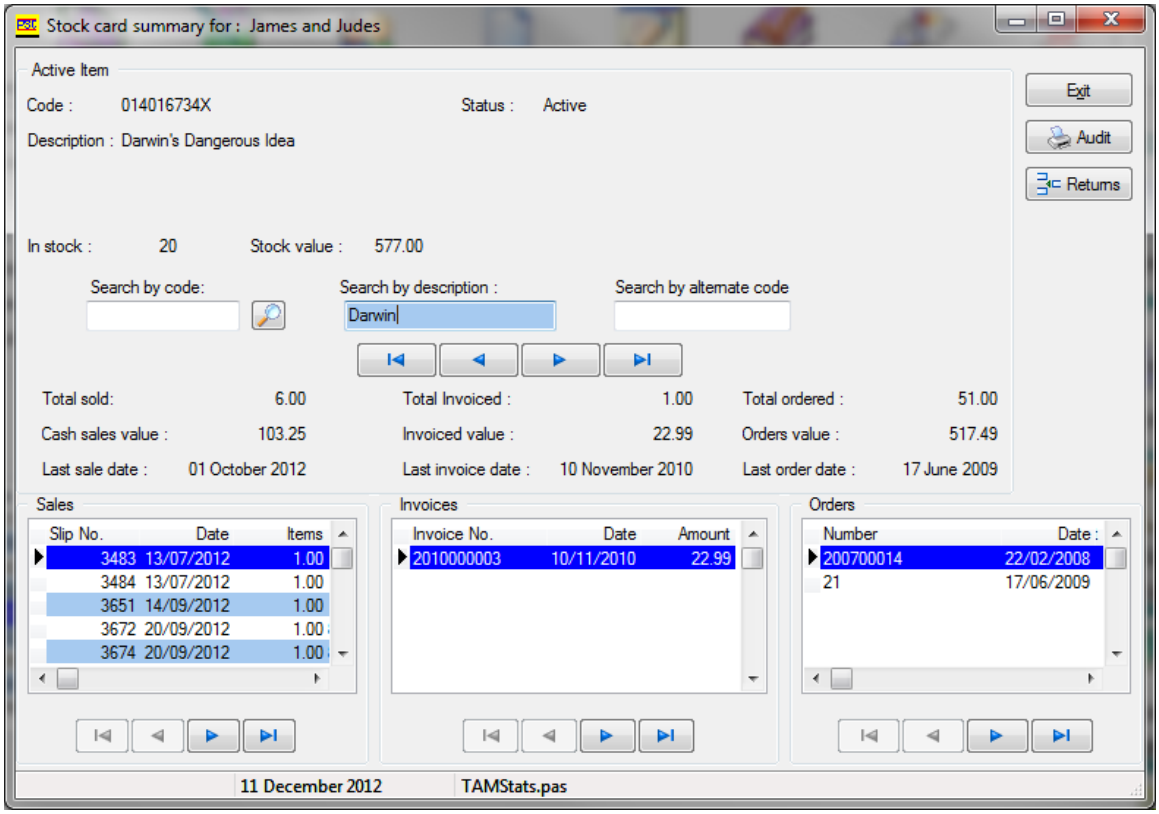


Enter the **Number in stock** and click Save.

When you are ready to update the inventory with the stock take click **Update Stock**. This changes the item level to the new one from the stock take.

Stock Card

This form provides an overview of the situation for any one stock item. It includes some summary statistics that serve to indicate whether the item should be kept in stock.



The summary covers cash sales, invoices and stock orders. If a cash sale was converted into an invoice there are two entries, one in sales the other in invoices.

Reports

There are over 100 reports in Retail Business. The following describes a representative sample.

You can start reports from most forms. For example the Transactions audit report and Bank Statements are available from the Bank Transactions maintenance form. Sales reports can be started from the Front Counter selection form. To run off a lot of reports it is better to use the Reports form from the main menu.

Most reports can be produced for individual departments by selecting the relevant one. If you have no departments, or only one, only there is no point using this option.

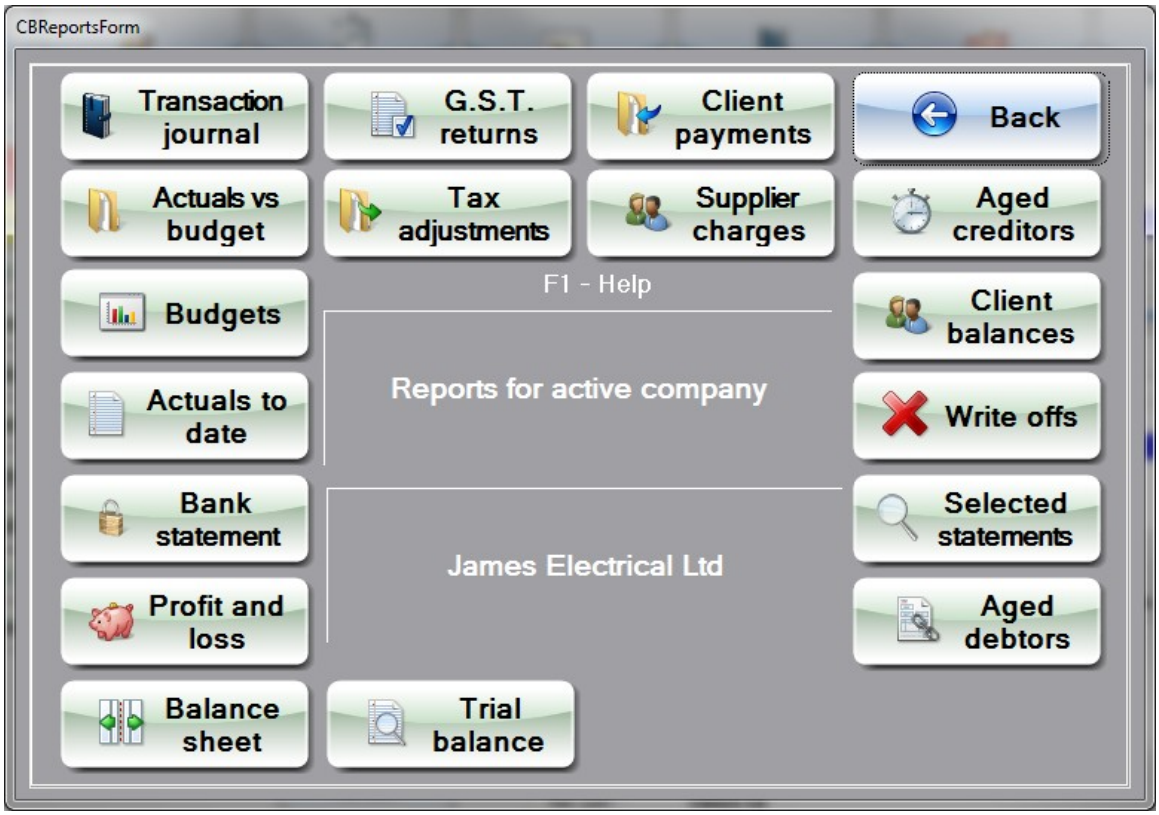
All reports can be exported as Adobe Acrobat pdf files. You can also export tabular reports (eg Journal, Actuals vs Budgets, Actuals) as Excel format files if you wish to carry out further analysis. For example to produce graphs.

If you are running multiple companies you may switch between them within the form by clicking the **Change Company** button. Report dialogs use whichever company is active.

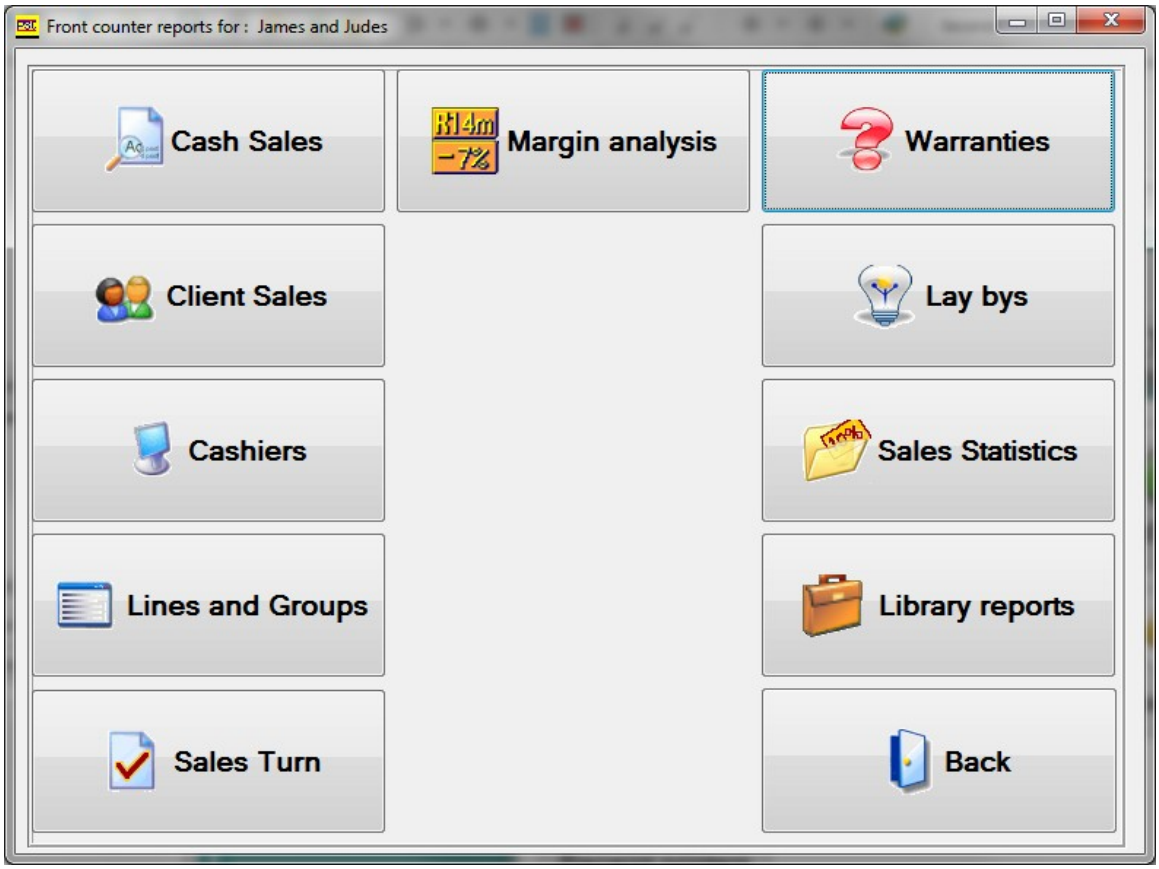
- All reports are based on a date range - from a beginning date to an end date. To print all transactions to the current date don't check the **"Include From Date"** box.
- Reports can be based on departments. If there is only one department there is no need to use this option. Click the relevant check box to display the department field.
- Select which, if any, codes (bank, journal, clients, suppliers, etc) to report on. Click the relevant check box to display the code field.
- Reports may be printed immediately, or previewed. The preview option allows you to save the

report in another form such as text, rich text format (useful if you are using a word processor), or a range of other formats.

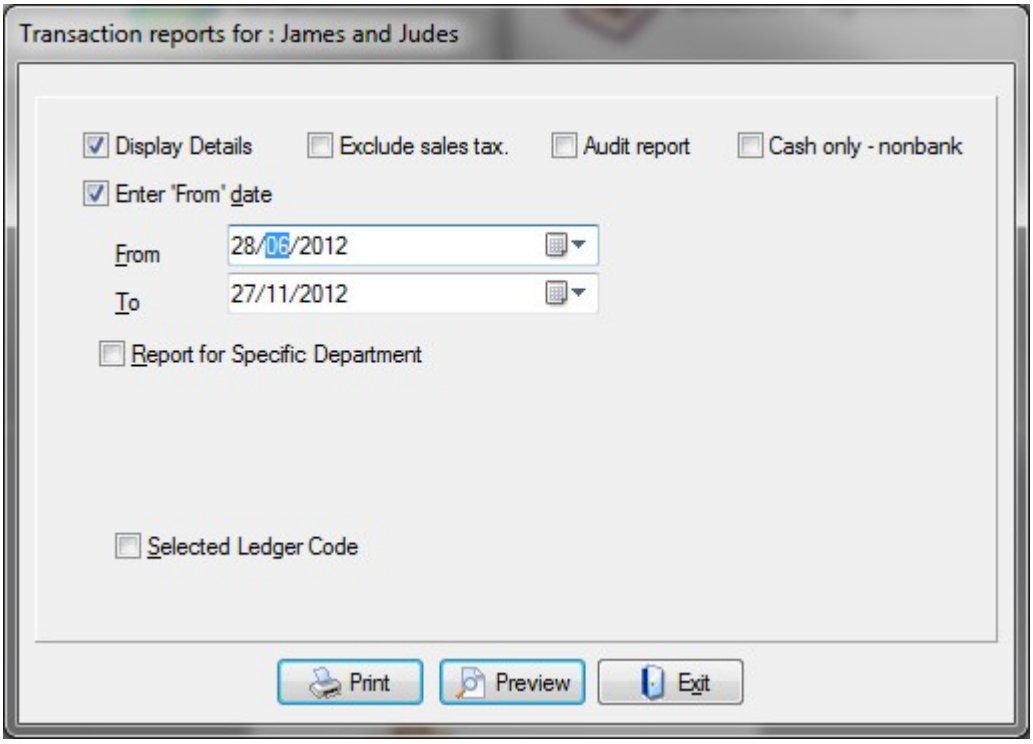
- All reports have two amount columns – total amount and business amount. Where the ledger account is set to split the transactions the amount in each column will differ. Other wise the figures are identical.



The Front Counter POS sales report menu is as follows:



The following is an example of a report dialog form.



This dialog includes three reports – income and expense, transaction audit, and a cash only report. To generate that report check the **Audit Report** box. Generate the income and expense report by checking the **Display Details** box only.

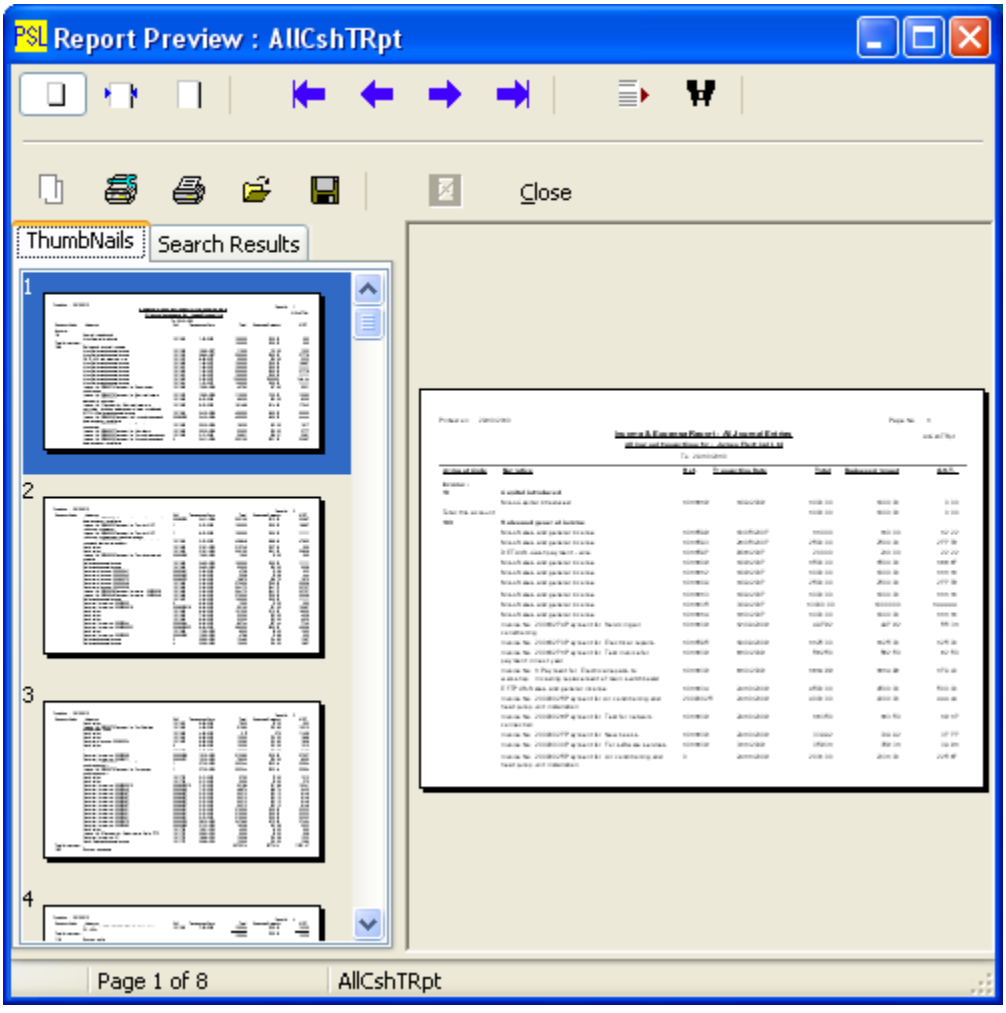
If the **Display details** box is the only one checked the **Selected Ledger code** box becomes visible. Check it to activate the **Ledger code** field. You can then report by selected ledger codes.

If the **Ledger Code** field is blank, even though you have checked the box no report is generated.

Report forms

All reports provide an option for a preview. It is often a good idea to choose this option because it allows you to make sure you have the correct criteria for the report without wasting paper.

Previews allow you to search for certain words, and print multiple copies of the report.



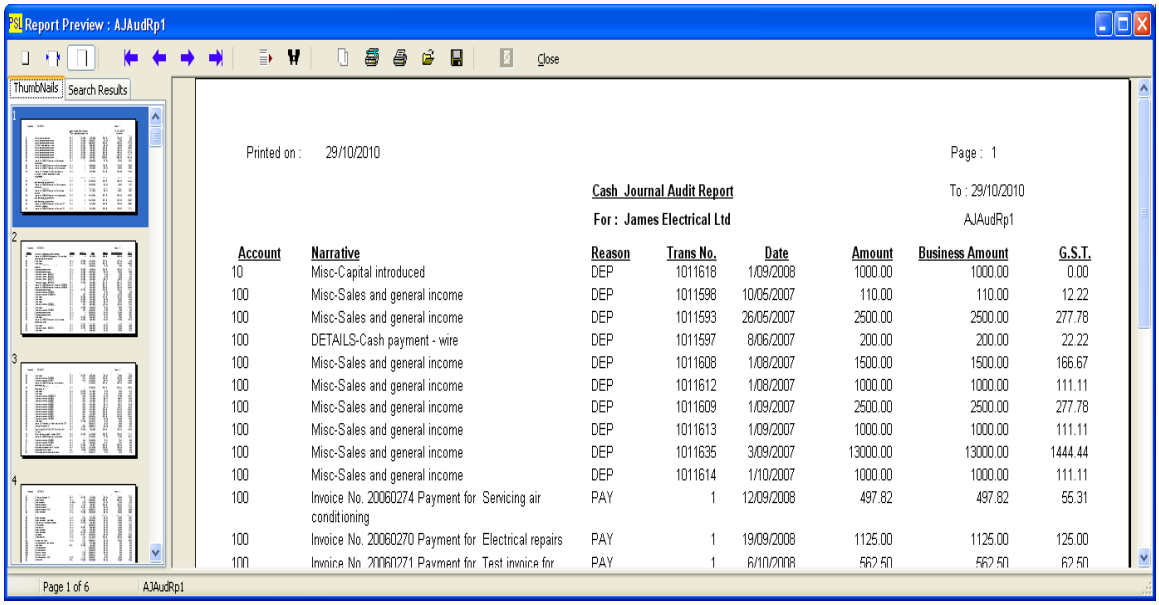
- If there are multiple pages use the blue arrows to go from page to page.
- To resize the report click one of the buttons at the top left.
- To change printers, and produce multiple copies, click the printer icon with the wrench across it.
- To print immediately click the printer icon.
- To save the report click the disk icon.

- To get a saved report back click the open folder icon.

Cash Journal Transactions

This report runs if **Audit Report** is checked

This report is in Ledger account order. If you have been running Retail Business for some years it is a good idea to restrict the report to a set period. That is select both the beginning and end period dates.

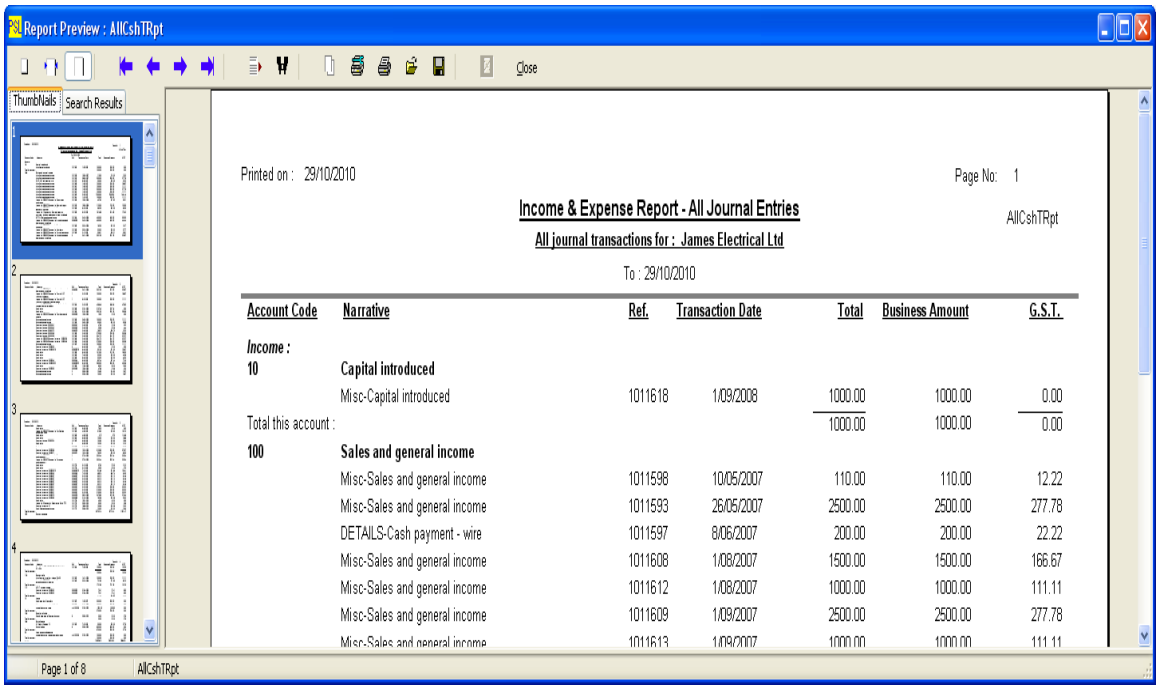


Account	Narrative	Reason	Trans No.	Date	Amount	Business Amount	G.S.T.
10	Misc-Capital introduced	DEP	1011618	1/09/2008	1000.00	1000.00	0.00
100	Misc-Sales and general income	DEP	1011598	10/05/2007	110.00	110.00	12.22
100	Misc-Sales and general income	DEP	1011593	26/05/2007	2500.00	2500.00	277.78
100	DETAILS-Cash payment - wire	DEP	1011597	8/06/2007	200.00	200.00	22.22
100	Misc-Sales and general income	DEP	1011608	1/08/2007	1500.00	1500.00	166.67
100	Misc-Sales and general income	DEP	1011612	1/08/2007	1000.00	1000.00	111.11
100	Misc-Sales and general income	DEP	1011609	1/09/2007	2500.00	2500.00	277.78
100	Misc-Sales and general income	DEP	1011613	1/09/2007	1000.00	1000.00	111.11
100	Misc-Sales and general income	DEP	1011635	3/09/2007	13000.00	13000.00	1444.44
100	Misc-Sales and general income	DEP	1011614	1/10/2007	1000.00	1000.00	111.11
100	Invoice No. 20060274 Payment for Servicing air conditioning	PAY	1	12/09/2008	497.82	497.82	55.31
100	Invoice No. 20060270 Payment for Electrical repairs	PAY	1	19/09/2008	1125.00	1125.00	125.00
100	Invoice No. 20060271 Payment for Test invoice for	PAY	1	6/10/2008	562.50	562.50	62.50

Income and expense report

This report groups the accounts by ledger account code and whether they are income or expense accounts. The income and expense balances print at the end of the report.

To print this report check the **Display Details** box and nothing else.

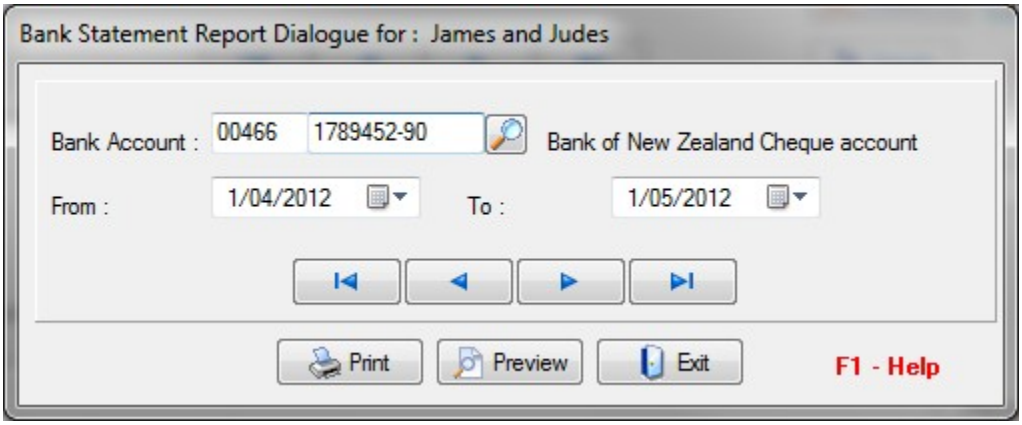

Report Preview : AllCshTRpt
Close
ThumbNails
Search Results
Printed on : 29/10/2010
Page No: 1
Income & Expense Report - All Journal Entries
All journal transactions for : James Electrical Ltd
To : 29/10/2010
AllCshTRpt
Account Code Narrative Ref. Transaction Date Total Business Amount G.S.T.
Income :
10 Capital introduced
Misc-Capital introduced 1011618 1/09/2008 1000.00 1000.00 0.00
Total this account : 1000.00 1000.00 0.00
100 Sales and general income
Misc-Sales and general income 1011598 10/05/2007 110.00 110.00 12.22
Misc-Sales and general income 1011593 26/05/2007 2500.00 2500.00 277.78
DETAILS-Cash payment - wire 1011597 8/06/2007 200.00 200.00 22.22
Misc-Sales and general income 1011608 1/08/2007 1500.00 1500.00 166.67
Misc-Sales and general income 1011612 1/08/2007 1000.00 1000.00 111.11
Misc-Sales and general income 1011609 1/09/2007 2500.00 2500.00 277.78
Page 1 of 8
AllCshTRpt

This report is not a profit and loss report. It is a transaction report that is divided into income and expense sections. The balance may equal the net income in the profit and loss report.

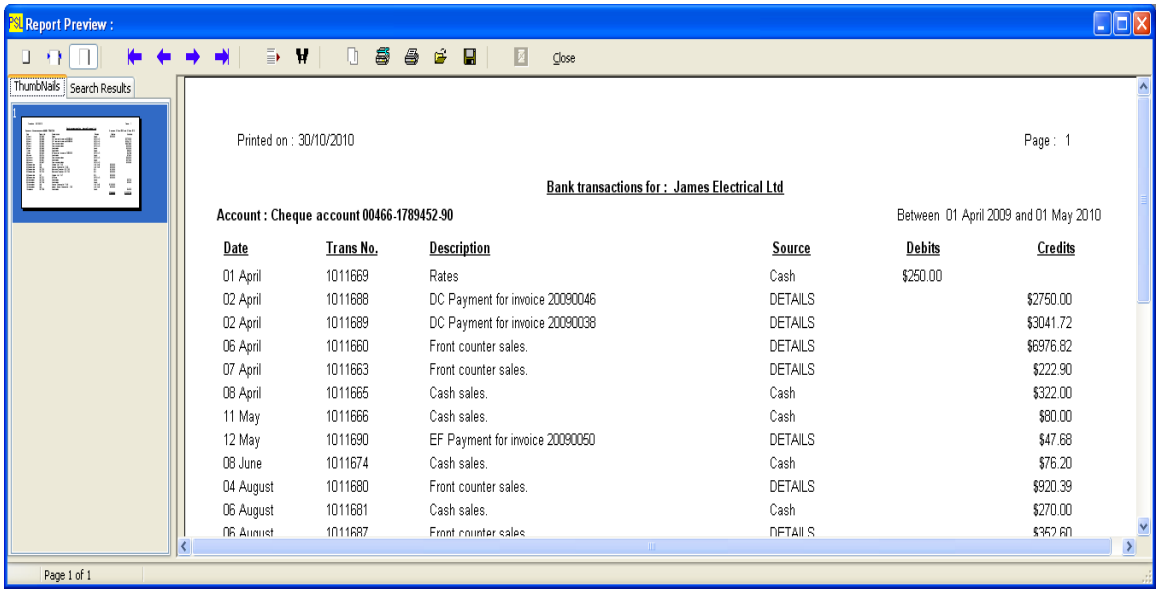
Bank Statement

To print a bank statement report click the **Bank** button on the report form.

The following form activates:



Make sure the correct bank account displays. This report should match, line by line, your bank statement for the same period.

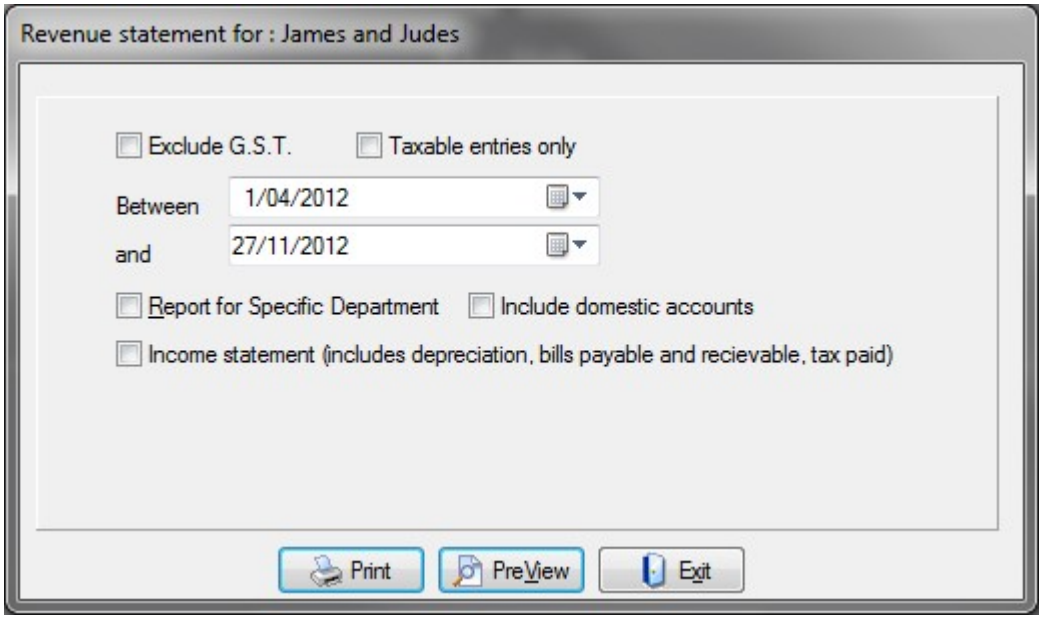

Report Preview :
Close
ThumbNails
Search Results
Printed on : 30/10/2010
Page : 1
Bank transactions for : James Electrical Ltd
Account : Cheque account 00466-1789452-90
Between 01 April 2009 and 01 May 2010
Date Trans No. Description Source Debits Credits
01 April 1011669 Rates Cash $250.00
02 April 1011688 DC Payment for invoice 20090046 DETAILS $2750.00
02 April 1011689 DC Payment for invoice 20090038 DETAILS $3041.72
06 April 1011660 Front counter sales. DETAILS $6976.82
07 April 1011663 Front counter sales. DETAILS $222.90
08 April 1011665 Cash sales. Cash $322.00
11 May 1011666 Cash sales. Cash $80.00
12 May 1011690 EF Payment for invoice 20090050 DETAILS $47.68
08 June 1011674 Cash sales. Cash $76.20
04 August 1011680 Front counter sales. DETAILS $920.39
06 August 1011681 Cash sales. Cash $270.00
Page 1 of 1

Profit and Loss/Revenue Statement

The profit and loss report summarises the information for each ledger account. Start the report dialog by clicking the **Profit and Loss** button.

If you are using the asset register (depreciation) and creditors and debtors, check the **Income statement (includes depreciation, bills payable and receivable, tax paid)** box. This produces a proper revenue statement that includes outstanding debtors and creditors balances and depreciation if it has been run for the year.

The reports dialog is as follows:

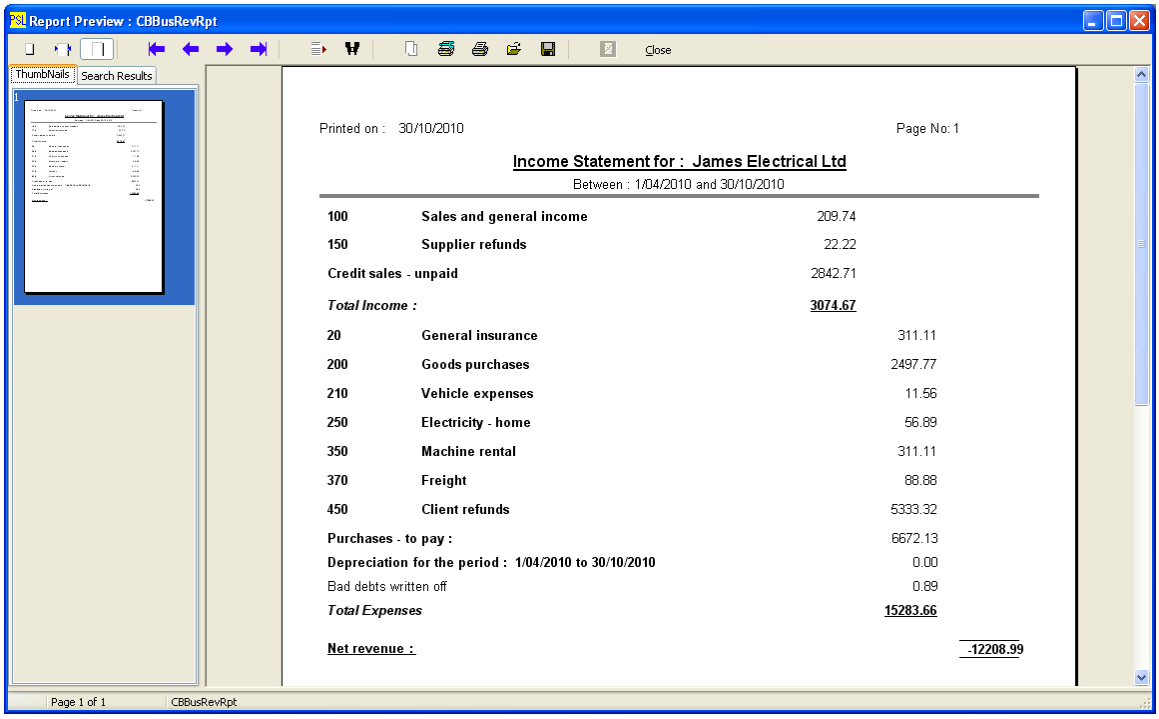


If you provide the I.R.D. with a financial summary that excludes GST check the **Exclude GST** box. To exclude transactions such as drawings and loans check the **Taxable entries only** box.

In the income statement GST is excluded by default.

The start date for this report always defaults to the beginning of the current financial year.

The report is as follows:

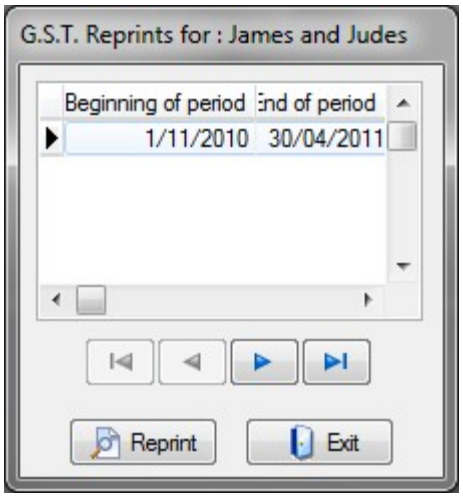

Report Preview : CBBusRevRpt
Close
ThumbNails
Search Results
Printed on : 30/10/2010
Page No: 1
Income Statement for : James Electrical Ltd
Between : 1/04/2010 and 30/10/2010
100 Sales and general income 209.74
150 Supplier refunds 22.22
Credit sales - unpaid 2842.71
Total Income : 3074.67
20 General insurance 311.11
200 Goods purchases 2497.77
210 Vehicle expenses 11.56
250 Electricity - home 56.89
350 Machine rental 311.11
370 Freight 88.88
450 Client refunds 5333.32
Purchases - to pay : 6672.13
Depreciation for the period : 1/04/2010 to 30/10/2010 0.00
Bad debts written off 0.89
Total Expenses 15283.66
Net revenue : -12208.99
Page 1 of 1
CBBusRevRpt

G.S.T and non-taxable transactions can are excluded.

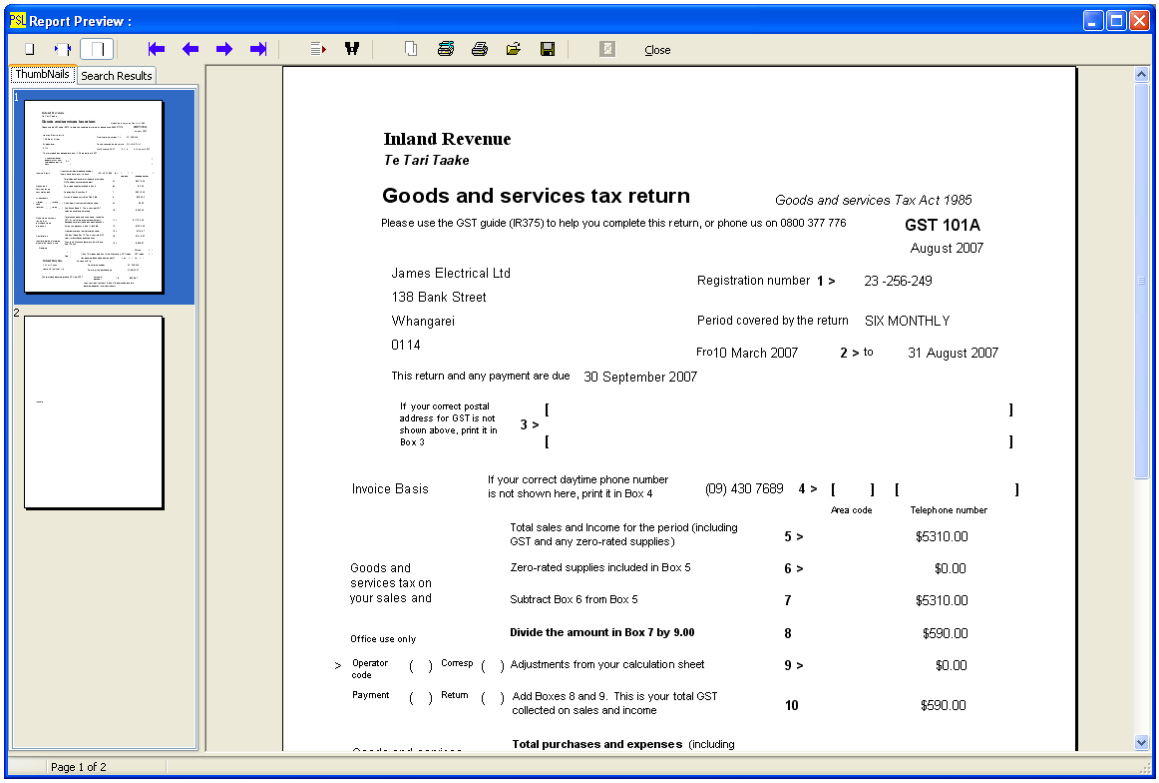
GST Reports

There are two GST reports. One is a reprint of historical imputation forms. The other is a transaction audit report of all G.S.T related transactions for the current period. Both reports can be started from the G.S.T imputation form. The imputation form can be run by clicking the **GST** button on the reports form.

The imputation selection dialog is as follows:

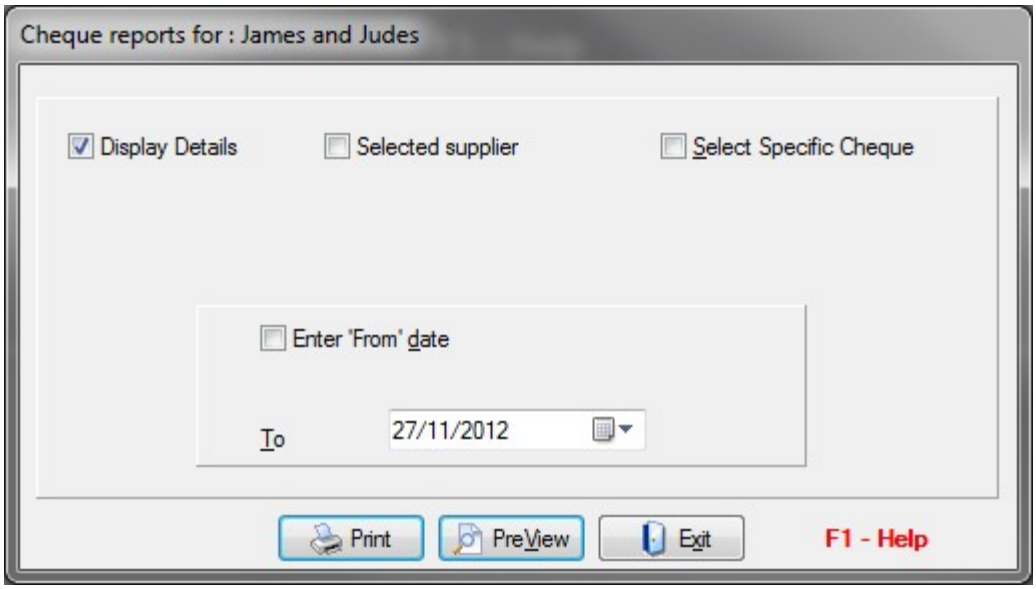


Select the period of the return you wish to reprint.


Report Preview :
Close
ThumbNails
Search Results
Inland Revenue
Te Tari Taake
Goods and services tax return
Goods and services Tax Act 1985
Please use the GST guide (IR375) to help you complete this return, or phone us on 0800 377 776
GST 101A
August 2007
James Electrical Ltd
138 Bank Street
Whangarei
0114
Registration number 1 > 23 -256-249
Period covered by the return SIX MONTHLY
From 10 March 2007 2 > to 31 August 2007
This return and any payment are due 30 September 2007
If your correct postal address for GST is not shown above, print it in Box 3
3 >
If your correct daytime phone number is not shown here, print it in Box 4
(09) 430 7689 4 >
Area code
Telephone number
Invoice Basis
Total sales and income for the period (including GST and any zero-rated supplies) 5 > $5310.00
Goods and services tax on your sales and
Zero-rated supplies included in Box 5 6 > $0.00
Subtract Box 6 from Box 5 7 $5310.00
Office use only
Divide the amount in Box 7 by 9.00 8 $590.00
Operator code
Corresp
Adjustments from your calculation sheet 9 > $0.00
Payment
Return
Add Boxes 8 and 9. This is your total GST collected on sales and income 10 $590.00
Total purchases and expenses (including
Page 1 of 2

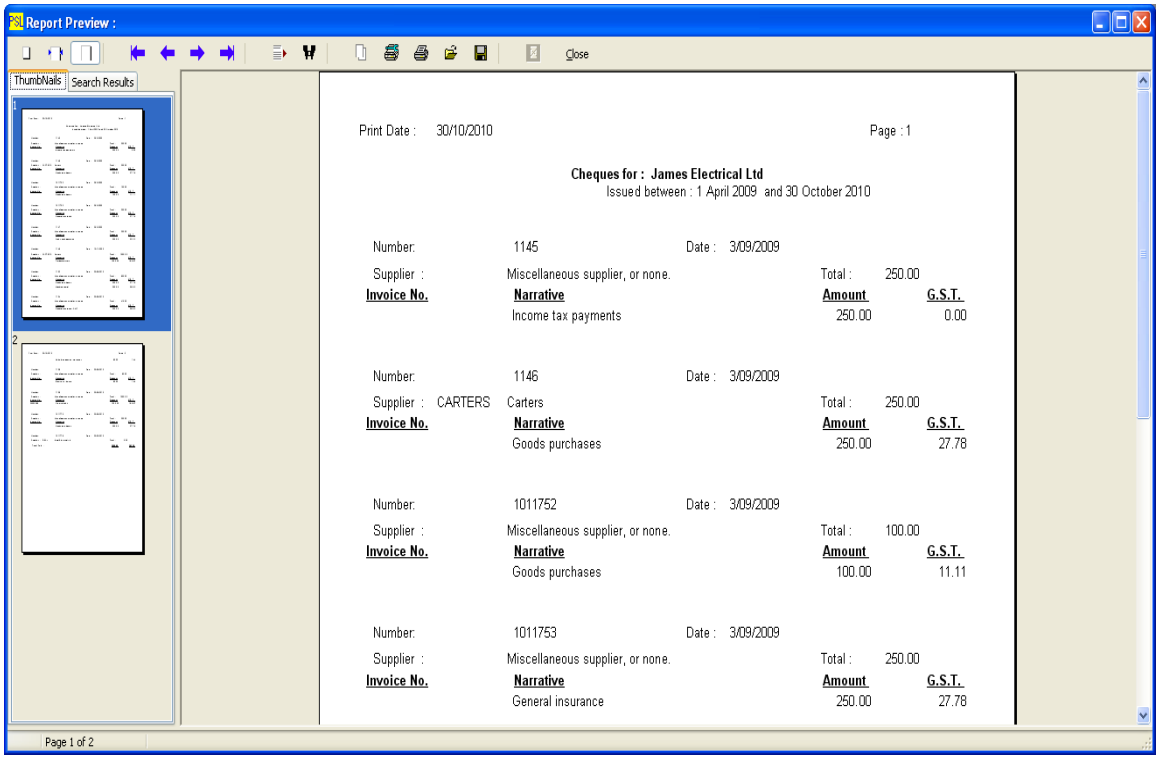
Cheques

To activate the Cheque report dialog click the **Cheques** button on the reports menu form. The following form displays:



To print the cheque details check the Display Details button. A report can be run for selected supplier's cheques and a specific check by checking the relevant buttons.

With details included the report is as follows:


Report Preview :
Close
ThumbNails
Search Results
Print Date : 30/10/2010
Page : 1
Cheques for : James Electrical Ltd
Issued between : 1 April 2009 and 30 October 2010
Number: 1145 Date : 3/09/2009
Supplier : Miscellaneous supplier, or none. Total : 250.00
Invoice No. Narrative Amount G.S.T.
Income tax payments 250.00 0.00
Number: 1146 Date : 3/09/2009
Supplier : CARTERS Carters Total : 250.00
Invoice No. Narrative Amount G.S.T.
Goods purchases 250.00 27.78
Number: 1011752 Date : 3/09/2009
Supplier : Miscellaneous supplier, or none. Total : 100.00
Invoice No. Narrative Amount G.S.T.
Goods purchases 100.00 11.11
Number: 1011753 Date : 3/09/2009
Supplier : Miscellaneous supplier, or none. Total : 250.00
Invoice No. Narrative Amount G.S.T.
General insurance 250.00 27.78
Page 1 of 2

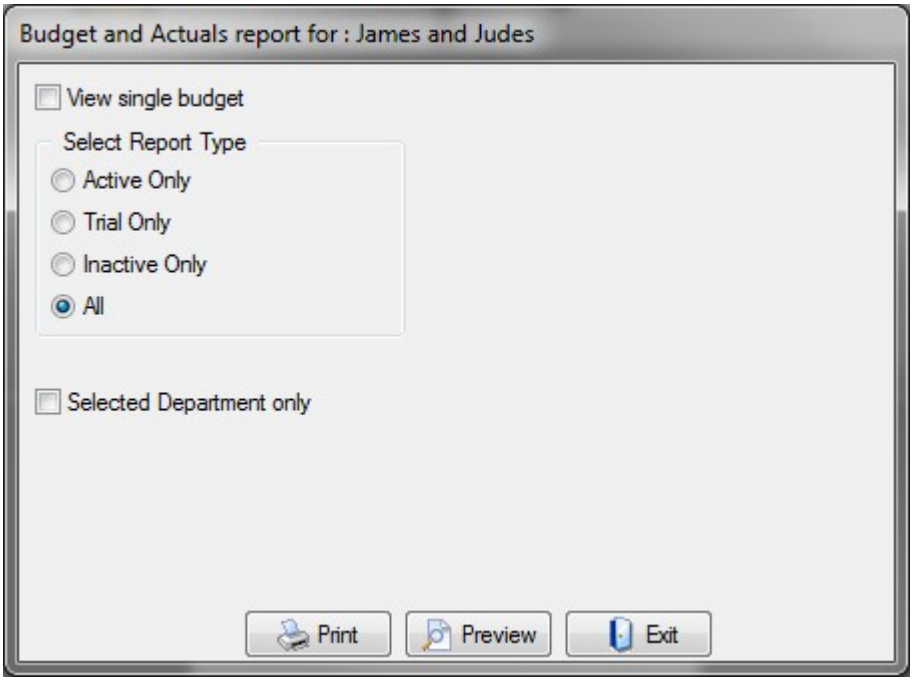
Budgets

To activate the budget report dialog click Budgets on the Report form.

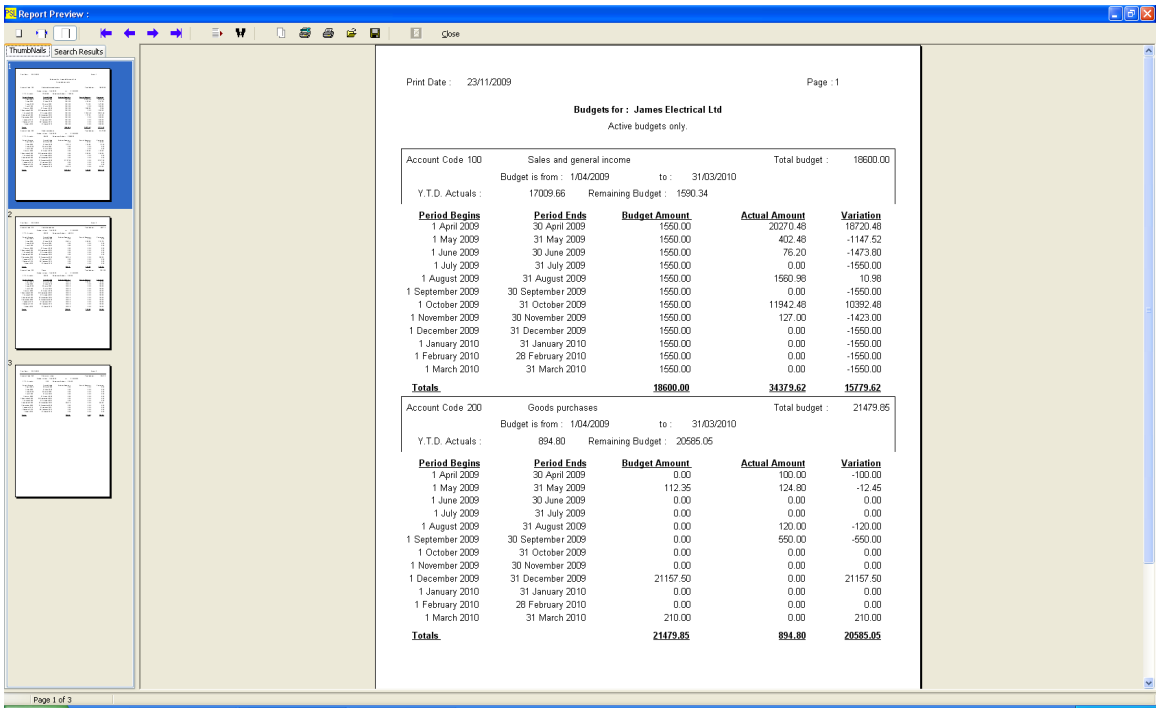
This dialog provides for two budget reports. All reports by their status – active, trial or inactive. For a specific budget.

In addition you can print a business plan from the budgets maintenance form.

The following form is for a selected budget:



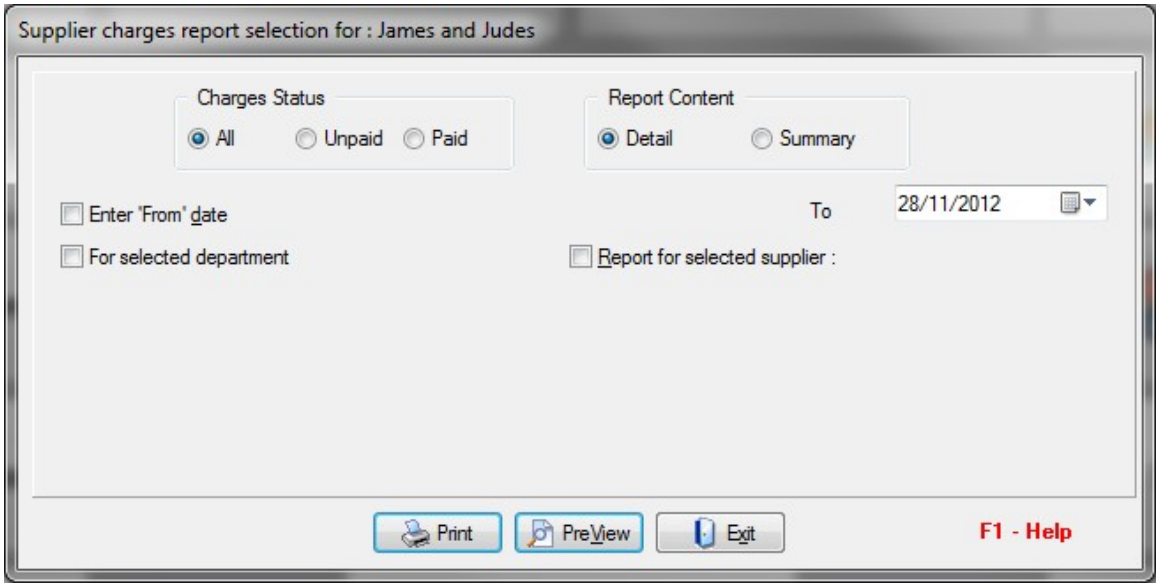
To select a specific budget check the **View single budget** box.



Supplier Charges

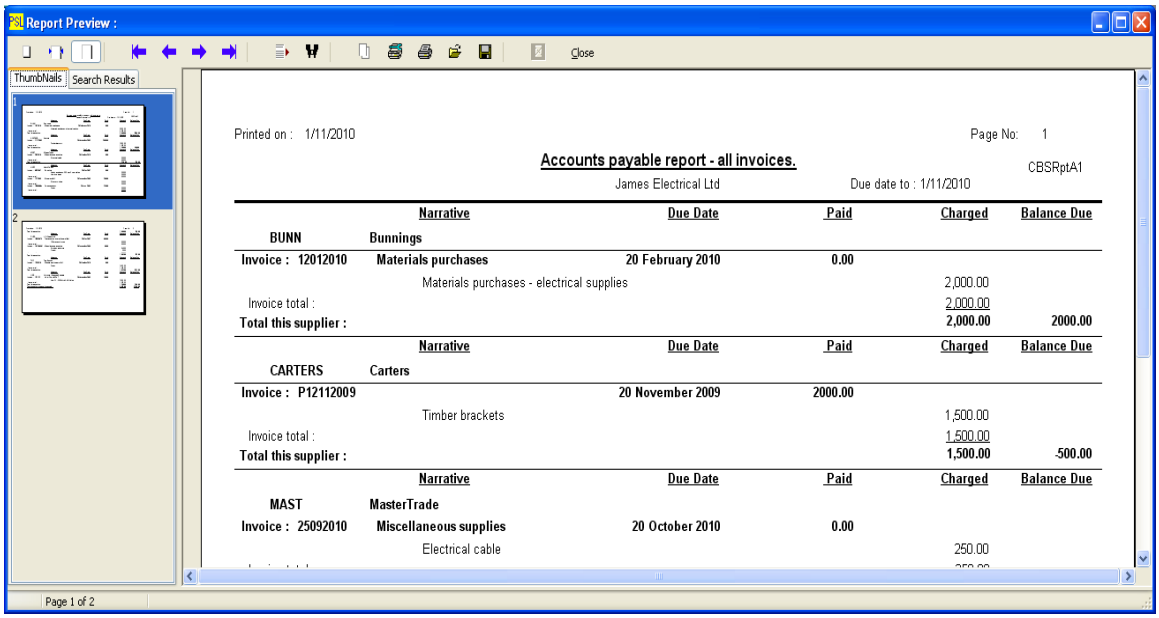
To activate the supplier charges report click the **Supplier Charges** button.

The dialog form is a follows:



Use this form to find out which suppliers you owe money to. To report on a selected supplier's charges check the **Report for specific supplier** box.

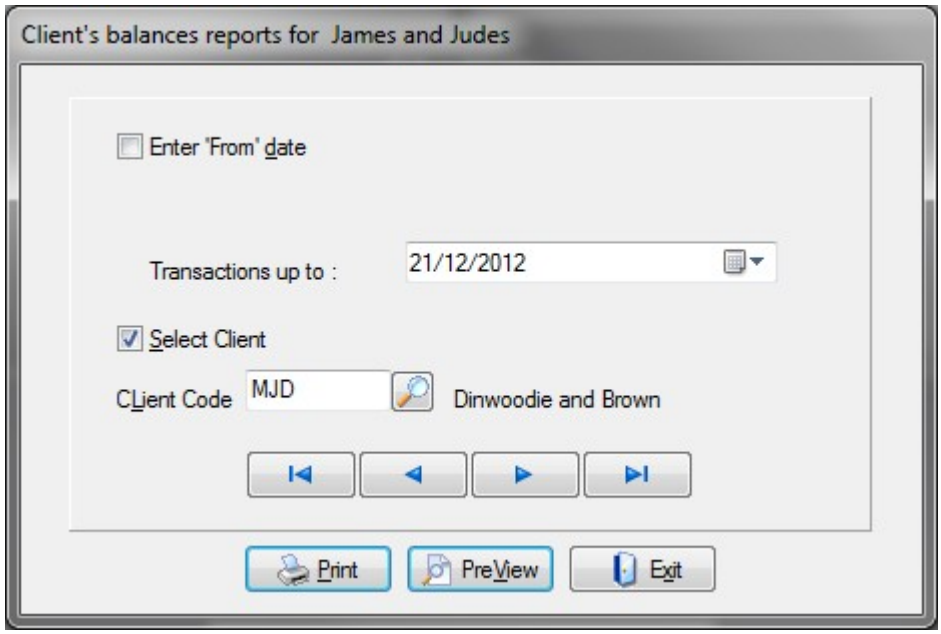
A large number of reports can be generated from this dialog. Their layout is identical. The example below is for all suppliers.


Report Preview :
Close
ThumbNails
Search Results
Printed on : 1/11/2010
Page No: 1
Accounts payable report - all invoices.
CBSRptA1
James Electrical Ltd
Due date to : 1/11/2010
Narrative Due Date Paid Charged Balance Due
BUNN Bunnings
Invoice : 12012010 Materials purchases 20 February 2010 0.00
Materials purchases - electrical supplies 2,000.00
Invoice total : 2,000.00
Total this supplier : 2,000.00 2000.00
Narrative Due Date Paid Charged Balance Due
CARTERS Carters
Invoice : P12112009 20 November 2009 2000.00
Timber brackets 1,500.00
Invoice total : 1,500.00
Total this supplier : 1,500.00 -500.00
Narrative Due Date Paid Charged Balance Due
MAST MasterTrade
Invoice : 25092010 Miscellaneous supplies 20 October 2010 0.00
Electrical cable 250.00
Page 1 of 2

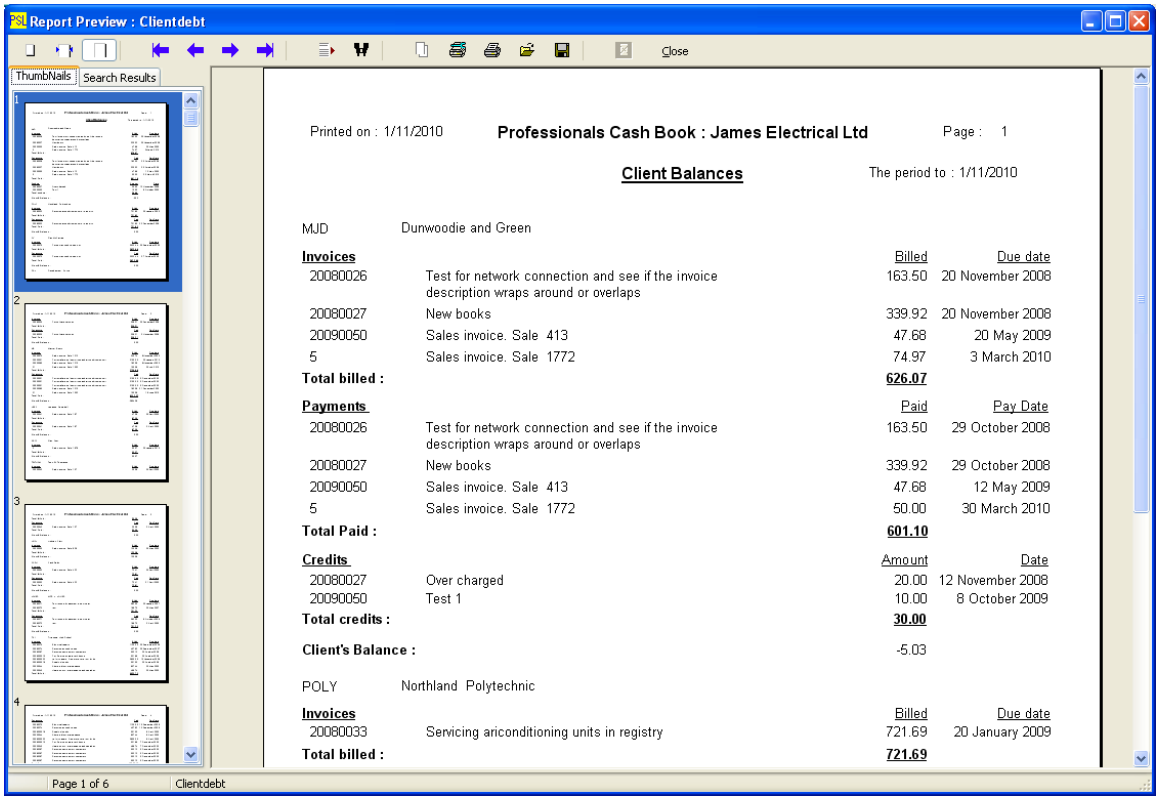
Client Balances

This report provides an analysis of what a client has paid, been billed and what adjustments (credits, debits, write offs) have been made to their account.

Start the form by clicking **Client Balances** from the reports menu.



The example above is selecting by a specific client. Uncheck the Select client box to print all clients.


Report Preview : Clientdebt
Close
ThumbNails
Search Results
Printed on : 1/11/2010
Professionals Cash Book : James Electrical Ltd
Page : 1
Client Balances
The period to : 1/11/2010
MJD Dunwoodie and Green
Invoices
Billed
Due date
20080026 Test for network connection and see if the invoice description wraps around or overlaps 163.50 20 November 2008
20080027 New books 339.92 20 November 2008
20090050 Sales invoice. Sale 413 47.68 20 May 2009
5 Sales invoice. Sale 1772 74.97 3 March 2010
Total billed : 626.07
Payments
Paid
Pay Date
20080026 Test for network connection and see if the invoice description wraps around or overlaps 163.50 29 October 2008
20080027 New books 339.92 29 October 2008
20090050 Sales invoice. Sale 413 47.68 12 May 2009
5 Sales invoice. Sale 1772 50.00 30 March 2010
Total Paid : 601.10
Credits
Amount
Date
20080027 Over charged 20.00 12 November 2008
20090050 Test 1 10.00 8 October 2009
Total credits : 30.00
Client's Balance : -5.03
POLY Northland Polytechnic
Invoices
Billed
Due date
20080033 Servicing ariconditioning units in registry 721.69 20 January 2009
Total billed : 721.69
Page 1 of 6
Clientdebt

Cashier profiles and user security

Use this form to define who can use the system, and at what level. Once you have set up a user they can be inactivated so they are unable to access the system.

Before creating the user's profile think about what you will need them to be able to change. For example, if everyone is to be able to enter cheques and receipts, and you also want them to be able to create new accounts when on those forms, then you must give them data entry and direct access to key information. In the relevant forms this means there are several additional buttons visible and activated. If you do not give anyone but the administrator such access you will need to create additional codes when requested. This may slow down data entry and can become quite a nuisance.

- If you are the only user, stay with the initial administrator's access. If you can't trust yourself, then you have a problem this software cannot help solve.

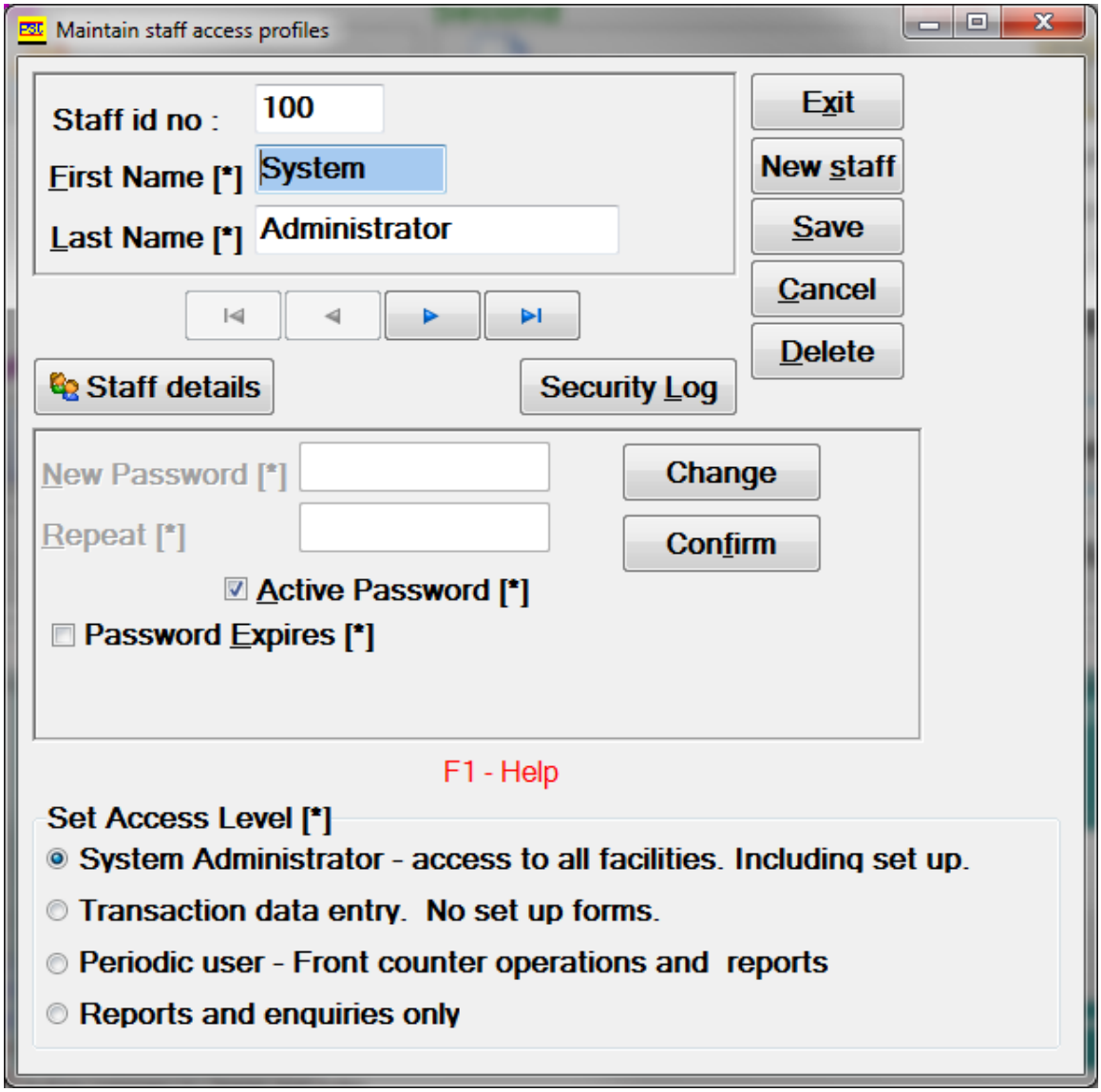
Be careful when creating passwords. It is not a good idea to use a user's pet's name, car type, or anything like that. The system will prevent the use of user names. Valid characters in a password are the following: capitals (A...Z) and lower case (a...z), numbers, and the underscore.

When creating a user make sure the date the password expires is the current date; or the date they will first use the system. This forces them to change their password when they first log on. Only the administrator can change passwords that have not expired.

You will need to make up your mind whether to expire passwords. Doing so improves security, so long as users do not put a copy of their password in their top draw. But it can annoy users, and result in simple, and easily solved, passwords.

Cashiers should be, at least, level 2 – access to key data. If you create them with a lower access level than this they will be constantly asking the system administrator to authorise actions.

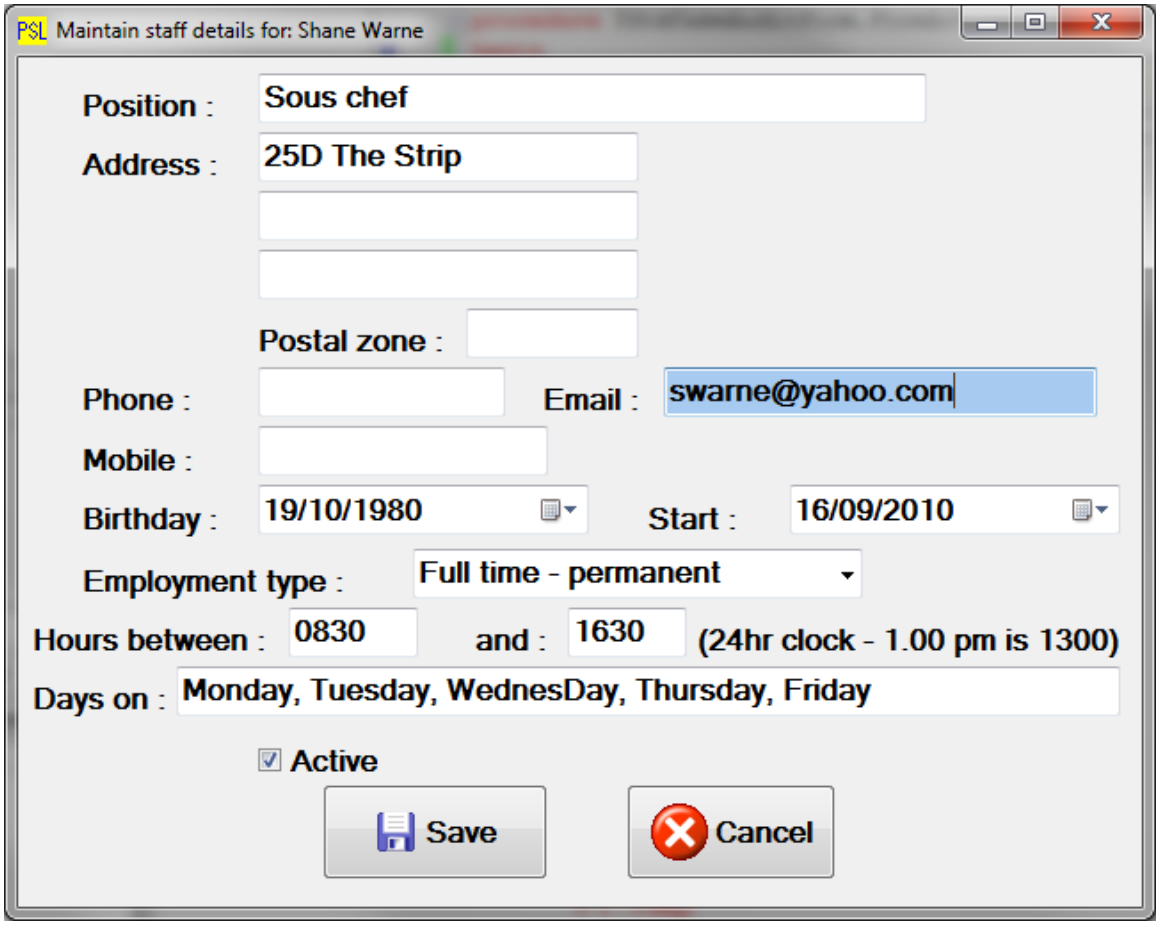
Do not remove the system administrator's profile. It is created when the software is first installed. At least one other person should have administrator's rights; or at least know what the administrator's logon id and password are.



If the user is not to use the system immediately uncheck **Active Password**.

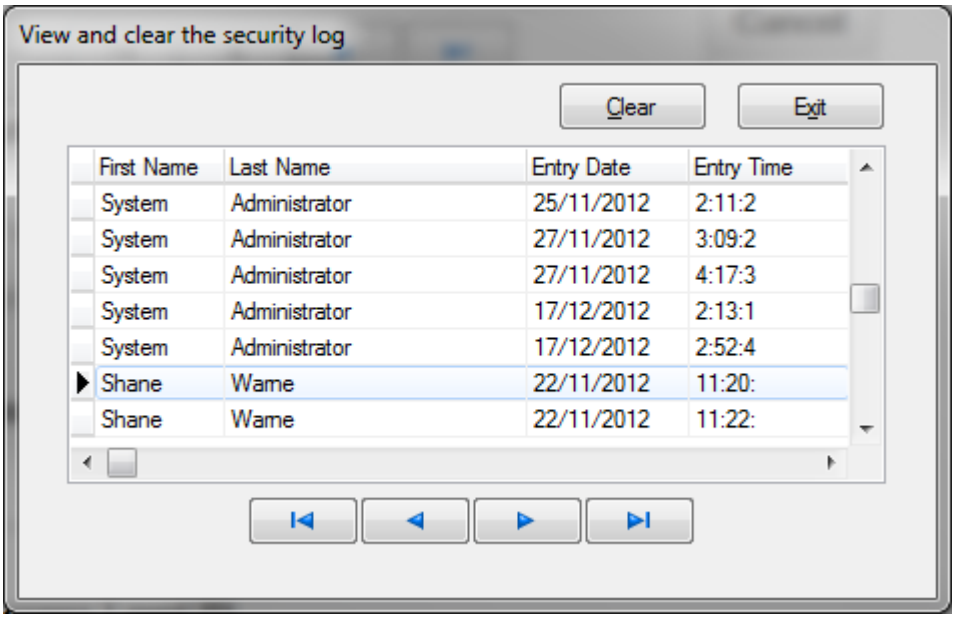
- Once the user has been set up neither their name nor number can be changed. Everything else can be changed.

If you intend to activate bookings you also need to create details about the staff member. These details include their position, contact details, and the times they are on duty.



The system tracks all log ons. The user name and number are saved to the security log. To view and clear the log, click the "Security Log" button.

Periodically you should clear the log. Especially if you require that all users log on to the software.



Adding a new user

- Click the "New User" button. This creates a new user number with all other fields blank. The user number is automatically created and cannot be changed.
- Enter the first and last name. Both are compulsory. Click "Save".
- If the user is to start using the software immediately check the "Active Password" check box.
- If you intend using Customer Bookings click Staff Details and enter the staff member's position and the time and days they're on duty.

Access levels

- There are four access levels.
- Levels 3 and 4 are currently non-functional.
- Level 2. Users with this level of access are restricted to Quick Sales. They may not create, or change, any cash or bank accounts, clients or suppliers.
- Level 1 (Administrator) Only users with this level of access can use Full Service and authorise customer discounts. You also need this level of access to change system settings and carry out cash up.

Changing Passwords

- To create the new password click **Change.** Enter a valid password in the **New Password** field and repeat it in the **Repeat** field.
- If a user forgets their password it can be changed by selected their profile and clicking the "Change" button, entering, and repeating, the new password, then clicking "Confirm". If the two passwords are not identical they will not be saved and both must be re-entered.

Expiring Passwords

- Passwords can be expired. This means the user will no longer be able to use their current password from a certain date. They will have to enter a new password. When they do that a new expiry date is created based on the number of days set when the user was first set up.
- If the password is to expire check **Password Expires**. **Number of Days** and **Expires on** fields display. You can only edit the **Number of Days** field. As that is changed the expiry date will be changed.

Importing Bank Transactions

Retail Business provides the facility to import bank transactions from your bank. To do this you must have access to internet banking. All banks have a "transfer", “download” or "export" facility; usually from their "View transactions/balances" web page.

Click **Import** on the Banking management form.

When you go to the relevant web page make sure you select one of the following import formats:

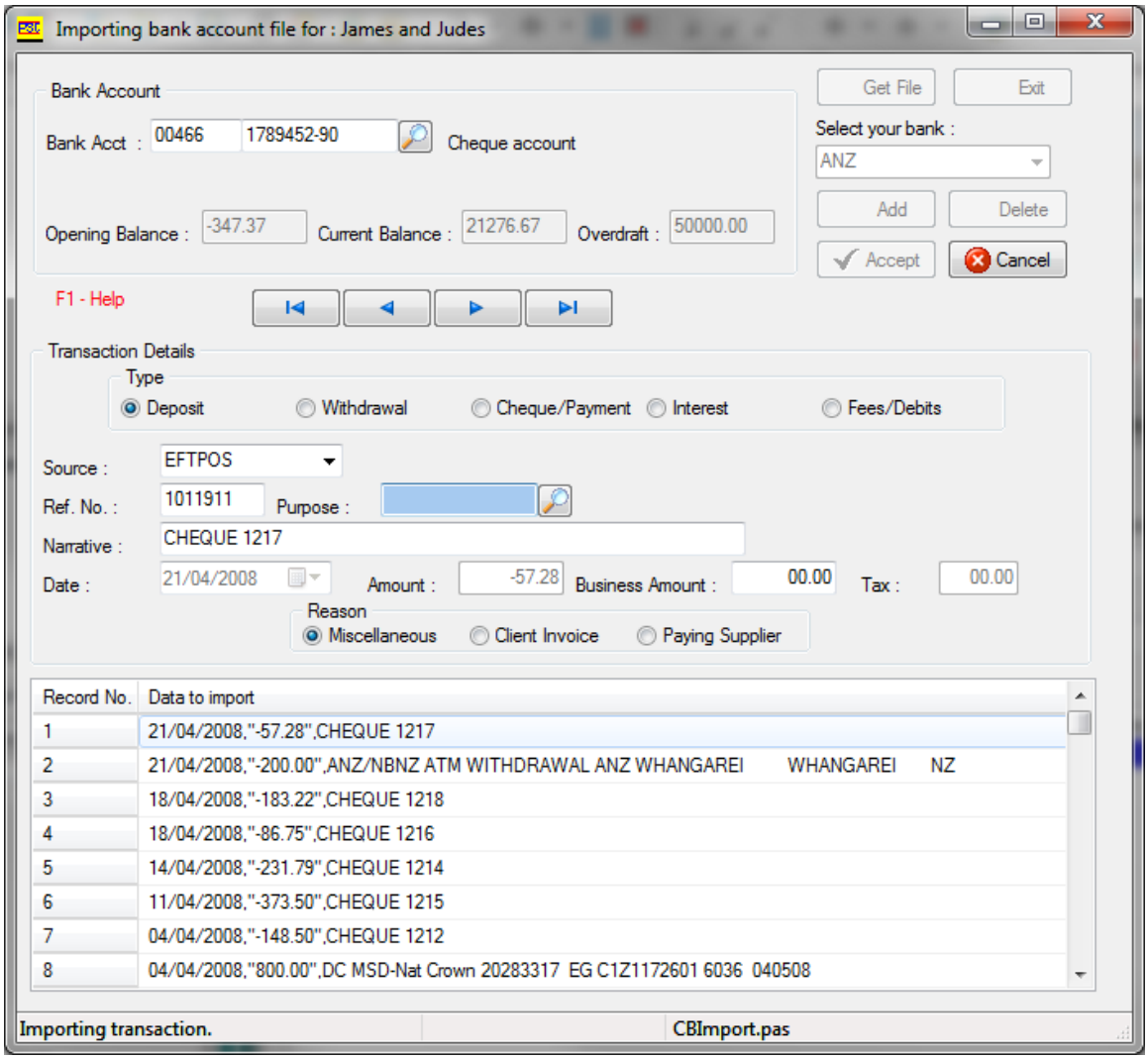
- For ANZ Bank – CSV
- For ASB Bank – CSV.
- For BNZ – GIFT
- For Westpac - CSV - select date format dd/mm/yyyy
- For TSB – CSV
- For KiwiBank – CSV

Save the bank transaction file to a folder that you can find easily. Do not use the temp folder as it

can become cluttered and it is difficult to find a single file using Windows Explore. You can place the file in the C:\PSL folder. To lessen the chance of confusion it is a good idea to use the same file name each time - for example ANZImport.csv, so that each import is saved over the previous one. Business Account's browser displays files that have the .csv extension.

Once you have saved the file start up Retail Business if it is not already running.

- When the import form appears, select the bank account you are importing for. **Warning** - this form uses the company that is displayed as active at the bottom of the main menu. If the wrong company is displayed at the top of the form return to the main menu and change it.
- Select your bank from the drop down menu beside the bank account panel. If you do not do this, when you click **Add** nothing will happen. If you select the wrong bank the fields will not display correctly.
- Click the "**Get File**" button. This opens a file browsing form. Use this form, or click "**Browse**" to open the Windows browser, to find the file.
- If you have the correct file, make sure the **"File to import is"** field displays the correct file.



- Click **Confirm** to return to the import form with the file displayed, line by line, on the grid.

Warning – some banks provide their download transactions with the most recent transactions at the top. This means you need to start importing from the bottom and work

up.

- Click **Add** to display the highlighted row in the fields on the form. The fields that should display something are:
    1. Amount.
    2. Narrative
    3. Date
    4. Ref No - if the transaction is a cheque.

If these fields are not displaying what you expect a couple of things could have gone wrong:

- You have selected the wrong bank from the bank list at the top of the form.
- You have attempted to display a row that is not a transaction. For example ASB sends across a lot of stuff to help describe the bank account's current situation (it is at the beginning of the file). Scroll down until you have reached an actual transaction line - it should be highlighted. The BNZ sends across balances - you need to ignore those lines.
- If you are using **Client Invoicing** or **Supplier Charges** click the correct button in the **Reason** panel. Otherwise leave it to miscellaneous. Depending on which button you clicked, a new form displays. Select the invoice or charge the bank transaction relates to. If you get the wrong one, click "**Cancel**", and "**Add**" again. If you have selected an Invoice or charge the next step may not be required.
- **Warning -**If you have entered payments for client invoices you must check the Client Invoice button to link the transaction to that payment. If you don't, and the deposit is for such a payment, you will have recorded it twice.
- Select the transaction **type**, **source**, and **purpose** (Ledger code) the transaction applies to.
- You can change the narrative if you want to. Leaving as it is makes it easier to match the bank statement to the transaction when doing the bank reconciliation. The transaction date and amount fields cannot be changed.
- Changing the narrative allows Retail Business to learn what transactions belong to what ledger accounts. For example if a deposit is for Sales, entering Sales into the narrative means the next time you enter Sales the Type, Source and purpose are selected automatically.
- Once you have finished, click **Accept**. The newly imported line is saved, the line removed from the grid and the fields cleared.

Transfers between accounts:

You must import the transaction data from both bank accounts to have a complete record of transfers. The import facility does not operate in the same way as Bank Transactions when it comes to transfers. If a bank account is not being tracked in Retail Business, then only record the transaction for the one that is. For example if you are transferring "drawings" from your cheque account to a family savings account, you will only import the cheque account data, and record the Drawings as a withdrawal.

In the source account it is withdrawal, for the destination account, a deposit. The fact that it is a transfer is recorded in the narrative - which is obtained from the import file.

ANZ Import file

This file can be imported directly, line by line. You don't need to remove anything.

If you have created any cheques remove them from the file.

If a cheque is in the download file, and you needed to create it with multiple detail lines, you may create it here, then switch to Cheque Entry to complete the entry. **You need to delete the first detail entry to zero the cheque total, and then start adding detail lines.**

BNZ Import file

This download file has a lot information that Professionals Retail Business also creates. Such as opening and closing balances. You may wish to delete those lines as doing so makes it easier to know which lines to highlight, and then click "Accept".

Retail Business prevents any line that does not start with "3" from being accepted

The only lines you must import are those that start with "3".

If you have created any cheques that are included in this file remove them.

If a cheque is in the download file, and you needed to create it with multiple detail lines, you may create it here, then switch to Cheque Entry to complete the entry. **You need to delete the first detail entry to zero the cheque total, and then start adding detail lines.**

WestPac Import file

You must delete, or make sure you don't accept, the first line. This line describes the file contents.

All other lines can be imported, unless they are for cheques that have already been created..

If you are importing a cheque transaction the cheque number will be brought over as well.

The narrative will be made up of several fields from the transaction file.

If you have created any cheques in cheque entry then remove those cheques from the file.

If a cheque is in the download file, and you needed to create it with multiple detail lines, you may create it here, then switch to Cheque Entry to complete the entry. **You need to delete the first detail entry to zero the cheque total, and then start adding detail lines.**

ASB Import file

The file starts with a lot a summary stuff. Do not accept these lines. You may delete them or go to the first transaction line.

Also delete, or ignore, the column header line.

If you have created any cheques in cheque entry then remove those cheques from the file.

If a cheque is in the download file, and you needed to create it with multiple detail lines, you may create it here, then switch to Cheque Entry to complete the entry. **You need to delete the first detail entry to zero the cheque total, and then start adding detail lines.**

Taranaki Savings Bank

Delete or don't accept, the first line. This line describes the file's contents.

All other lines can be imported, unless they are for cheques that have already been created.

If you are importing a cheque transaction Retail Business attempts to create the next valid cheque number. It may not be correct because of the order cheques are presented in. In that case you will need to enter the cheque number shown in the import file. Retail Business checks to see if that number has already been used.

The narrative is made up of several fields from the transaction file.

If you have already created any cheques in cheque entry remove the matching cheques from the

import file.

If a cheque is in the download file, and has multiple lines, you may create it here, then switch to Cheque Entry to complete the entry. **Delete the first line to zero the cheque total and add lines.**

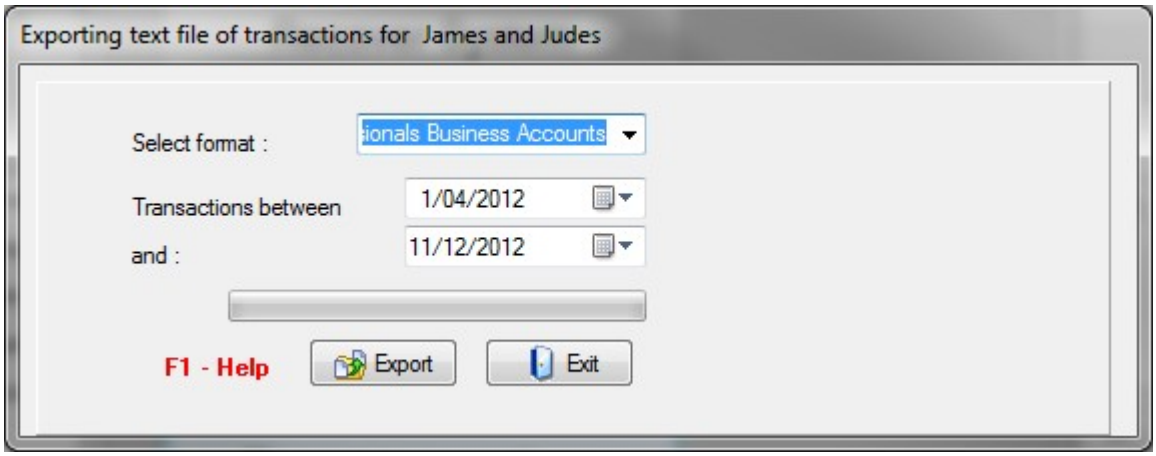
KiwiBank

Do not import the first line.

Cheque details are minimal – you will need your cheque book to ensure the transactions can be matched.

Exporting Transactions

Start the Export form from the Tools form as follows:



Retail Business allows you to export your transactions to the following systems:

- Quick Books
- M.Y.O.B.
- Accomplish
- Any of the Professionals series

Find out from your accountant which one they are using.

Before you can export transactions you may need to do a little bit of work:

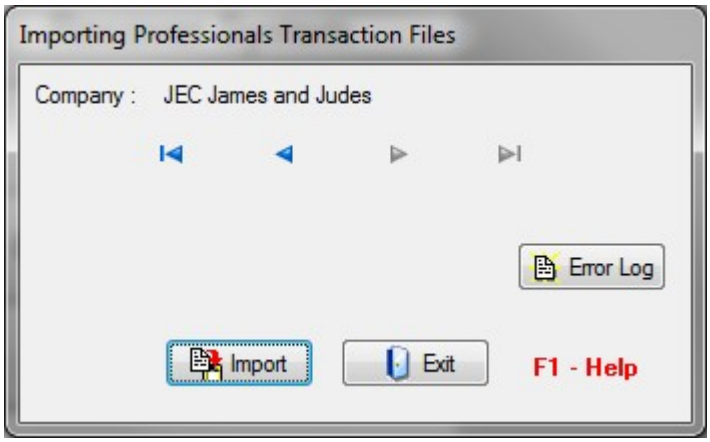
1. Obtain a list of account codes from your accountant.
2. Enter the "Accountant Codes" in the Ledger Accounts form. You must enter both "direct" and "balancing" codes. Well, if your accountant is using M.Y.O.B you don't. But you will get a bigger bill because more time will be spent in setting up the import.
3. Enter the matching accountant's code for your Bank Accounts. It will be the one labelled "Bank".
4. If your accountant is using Accomplish you need to provide them with a list of your cash Journal accounts.

Importing Professionals Transactions

Importing transactions adds them to the database. Importing should only be carried out in situations where maintenance is carried out on the source PC and none on the destination. This does not apply if the intention is to stop using the data on the source PC.

Before importing the data copy them to the same folder Retail Business uses for its database. The default folder for the database is C:\PSL\Database. If you have placed them anywhere else copy the export files into it.

The import form is opened from the Tools form.



To run the import facility the transactions have to be first exported from Retail Business using the export form.

Be aware of the following:

1. If you are running multiple companies make sure the correct company code and name display at the top of the form.
2. Set up the same clients and suppliers, using the same codes, as on the system you are importing from.
3. There is no check for duplicate transactions.
4. Imported transactions are added to the existing transactions, if any. The transaction numbers in the import file are retained. Make sure cheques being imported do not duplicate cheque numbers already in the system. Because transaction numbers are used to connect transactions duplicated numbers will cause problems that may require a full restore.
5. **Carry out a full system backup before doing the import.**
6. The import facility allocates transactions to departments based on the matching ledger account code. For example if account '100' is allocated to Department 1 in the source system, but to Department 2 in the destination the transaction will be allocated to Department 2. Make sure the ledger accounts are allocated to matching departments in both systems; or to the company only.

If errors occur while importing they can be examined by clicking the **Error Log** button. If you find any enter them manually.

Do not use the import facility to start a new system. To create a new system on another PC that matches an existing system restore a system backup. You will lose any data already entered into that system.

To import transactions first create the required company, department(s) and any suppliers and clients. If you have suppliers and clients in the source system the transactions include those codes.

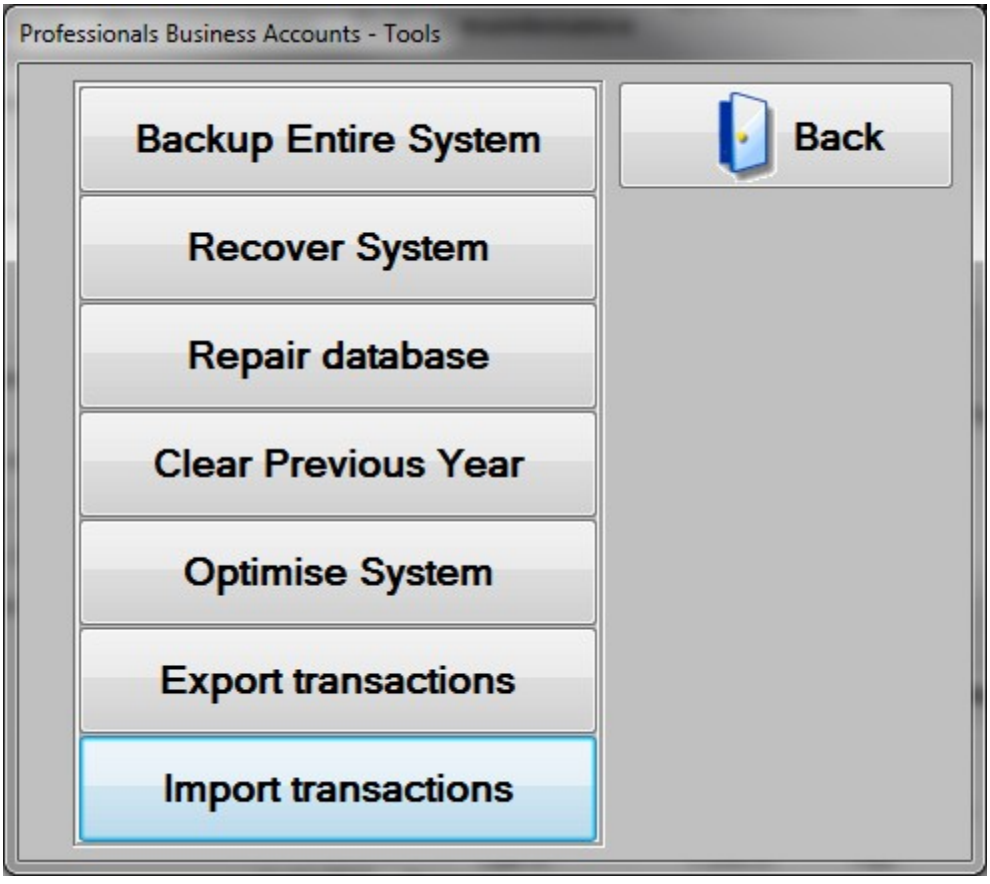
The imported tables do not include client invoices and supplier charges. If you are using Time and Cost and Time and Materials the job numbers are imported. This will result in "Not found" messages on forms if those systems are not set up.

All transactions are imported as un-reconciled.

Make sure there is no overlap of cheque numbers between the two systems. A quick way of checking is to look at the bank accounts form in both systems. If the **last cheque number** and **last transaction number** overlap select transaction dates that will not result in duplicates. For example if the last cheque number in the export system is 234900, and the last one in the import system is 234690, the first cheque to be imported should be 234691. Check the date of that cheque. If it is on the same date as 234690 that one will also be imported. As a result it will be duplicated - you can delete such duplicates if you wish. It is better to make sure the export file starts on a date that has not already been used in the import system.

Tools

Access the tools form by clicking the Tools button on the main menu form.



The tools form provides for a range of housekeeping operations. The operations provided for are:

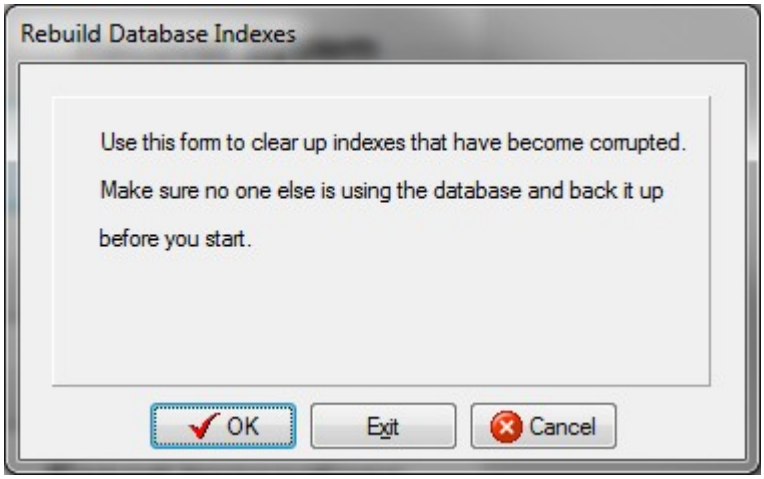
- Repair database
- Clear the previous year's transactions
- Optimize database space
- Back up full system
- Recover full system back up.
- Export transactions
- Import transactions.

Repair database

Use this tool if you start getting index errors. Index errors show by reports being in the wrong, or no, order. Generally you should not need to run this tool.

Do not use this tool just because things have not run as expected.

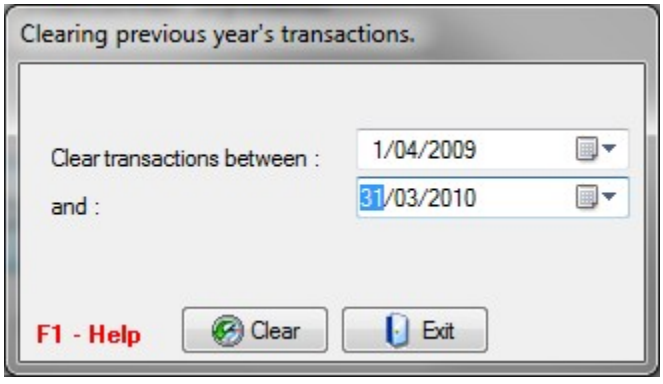
When run, this tool reports progress. If the repair fails an error message says which table it failed on. Contact Professional Systems with that information. You will be asked to run some tests. Make sure you have the latest back up available.


Rebuild Database Indexes
Use this form to clear up indexes that have become corrupted.
Make sure no one else is using the database and back it up
before you start.
OK
Exit
Cancel

Clear previous year transactions

Run this process if you have no further use for a set of transactions. The process can free up a lot of space and may result in improvement to the speed Retail Business runs at; especially if running it in a multi-user environment.

The form is as follows:



The above form shows that an entire year's transactions will be cleared. Shorter periods can be cleared. Use this tool to clear transactions you no longer need access to.

Backing up your data

Before opening any of the back up or recovery tools make sure the backup media is already in place.

It is important to regularly backup your data. Things do go wrong. Sometimes they can be fixed. Other times all you can do is recover the last backup. If that backup was done a long time ago you have a lot of historic data to reenter. If you have never done a backup you ***really*** need to read this.

Run a full system backup at least once a week. Keep a record of when each backup was run. System backup should be made to media like flash drives, CDs, or another network drive or directory. You can set up the company record to activate the full system back up when you shutdown the software.

If things go wrong recover the last system backup.

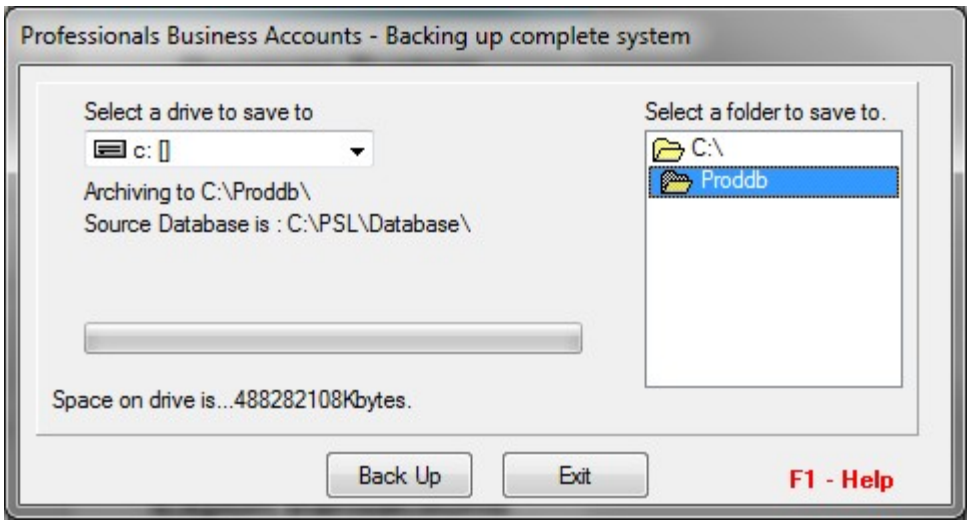
Backing up Retail Business

This process completes a complete backup. If backing up to a CD/DVD make sure it has no data on it, is formatted and is rewriteable (RW). If backing up to a data stick you can create folders.

This process should be run at least once a month. You can run it immediately before switching Retail Business to another PC. In that case make sure you install Retail Business on the PC first.

Retail Business does not clear previous year's transactions when you start a new financial year. The total amount of data can become quite large if you have not cleared them by running the **Clear Previous Year's Transactions** tool.

The system back up form appears as follows:



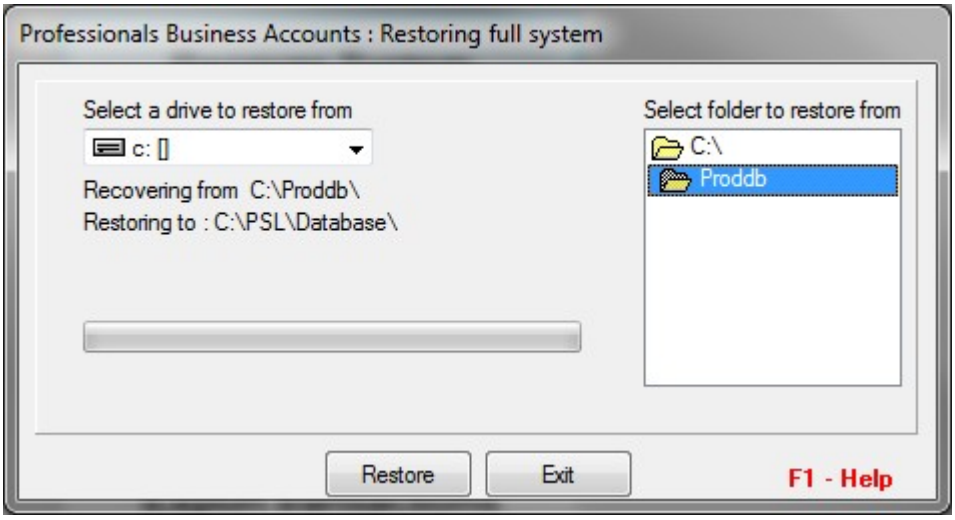
Select the relevant drive from the drop down list on the left. Make sure the correct media is already in place before selecting it. Memory sticks and CD/DVDs show as drives in the list.

This form is set to back up to the E: drive. Which, in this case, is a network drive. If you have an external hard drive attached it may be a good idea to create a back up folder on it.

Recovering full back up

This tool enables you to restore a full system backup. This may be necessary if you are often getting error messages about the indexes (and an index rebuild fails). Or you have switched to another PC, have installed Business Accounts and now wish to recover the entire database.

The system recovery form is as follows:

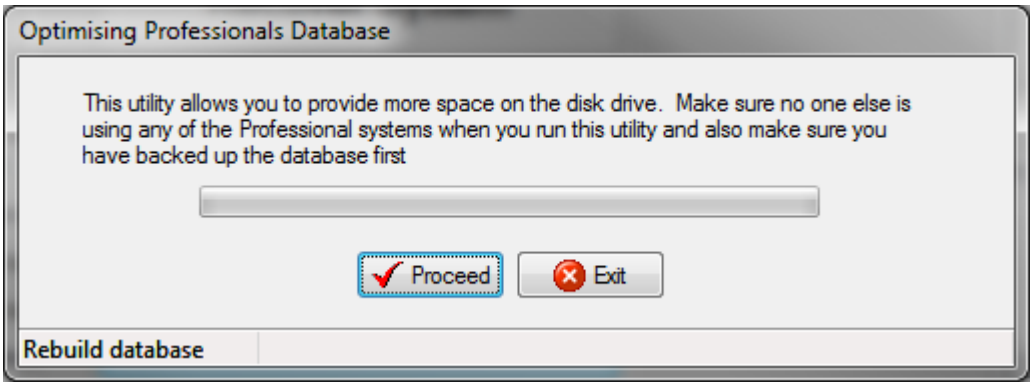


Make sure the recovery media is in place before selecting it from the drop down list on the left. Once the process has started do not interrupt it unless you absolutely have to. If you do interrupt it there is a good chance that the system will not operate correctly as some records depend on others to display correctly.

Optimising system space

This tool enables you to clear up the database. This is the program's version of the defrag tool. When records are deleted the space they take up is not automatically cleared. This tool clears that space.

Make sure no one else is using the software. If they are this tool reports a failure. Backup the system before starting.


Optimising Professionals Database
This utility allows you to provide more space on the disk drive. Make sure no one else is using any of the Professional systems when you run this utility and also make sure you have backed up the database first
Proceed
Exit
Rebuild database

Appendix 1

Professional Systems Ltd

Software for the Small and Medium Business

Fill out this form to register for software support. If you have been using Professional Systems software for some time, and have never paid for support you may do so online at www.professionalsystems.co.nz. Or you may fill in this form and send, with payment, to

Professional Systems Ltd
25B Kuparu Place
Ruakaka
WHANGAREI 0116

Name : _____

Company: _____

Registration Number : _____

Registration key : _____

Postal Address: _____

_____

_____

Email : _____

Web site : _____

[ ] Tick if you wish to be billed for further support after 12 months.

[ ] Enclose $195.00 (including GST). A tax invoice will be provided on receipt.

[ ] Payment of $195.00 deposited in account ANZ 01 0455 0075746 01

Payment may also be made through our website http://www.professionalsystems.co.nz

I understand that support consists of telephone support during the hours of 9.00am to 5.00pm Monday to Friday, online access for non-urgent requests, updates, new releases and bug fixes. Also that I may make suggestions for changes to the software and that I may participate in the selection of changes to enhance the software.

Signature : _____